

FIG. 1

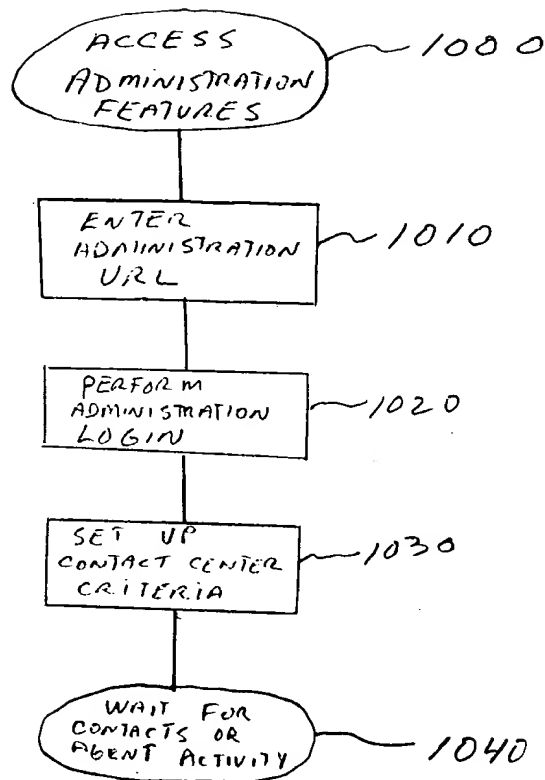
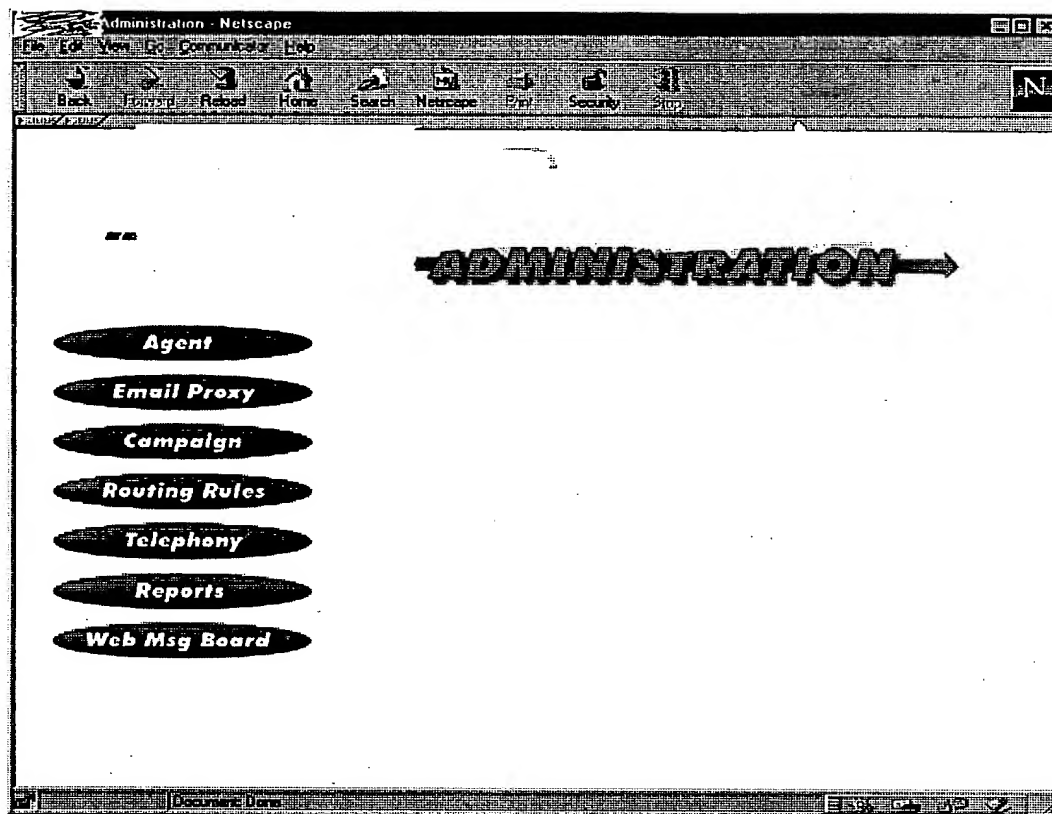


FIG. 2

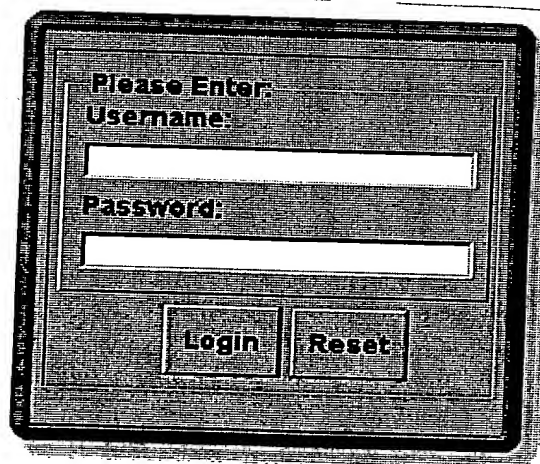
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FIG. 3



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FIG. 4

06T260" 02E00460

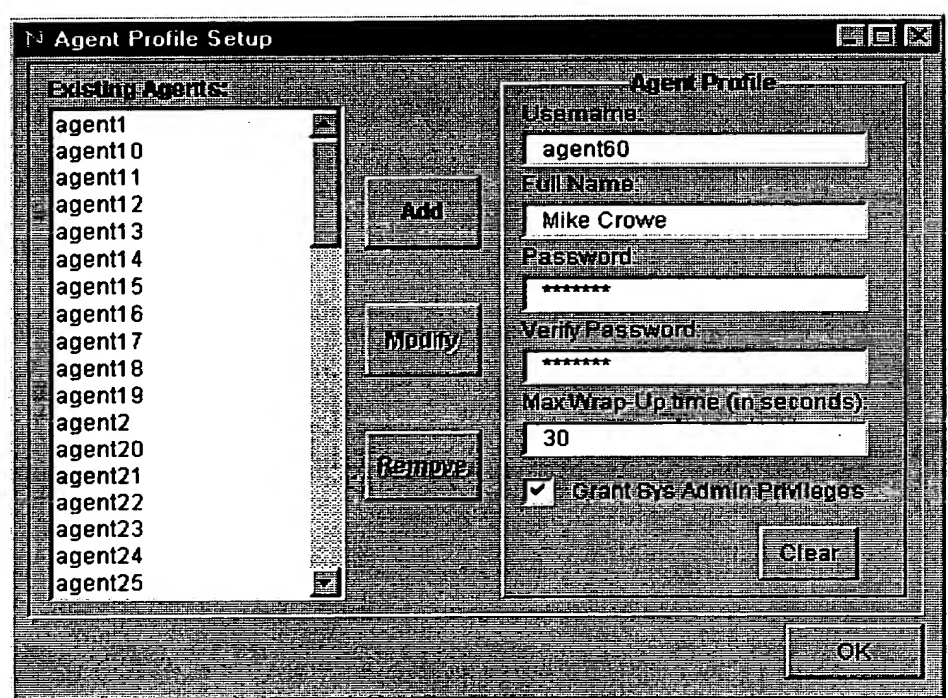
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FIG. 5

09400320 09219



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FIG. 6

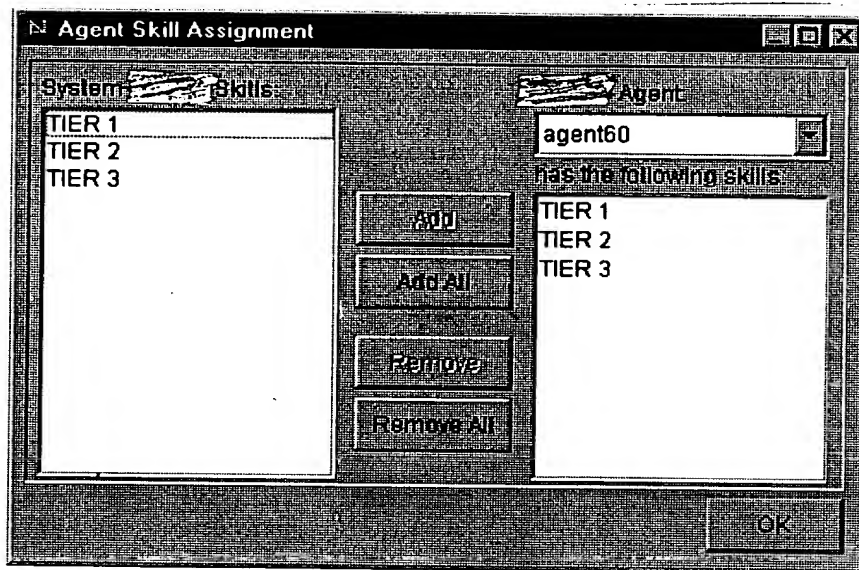


FIG. 7

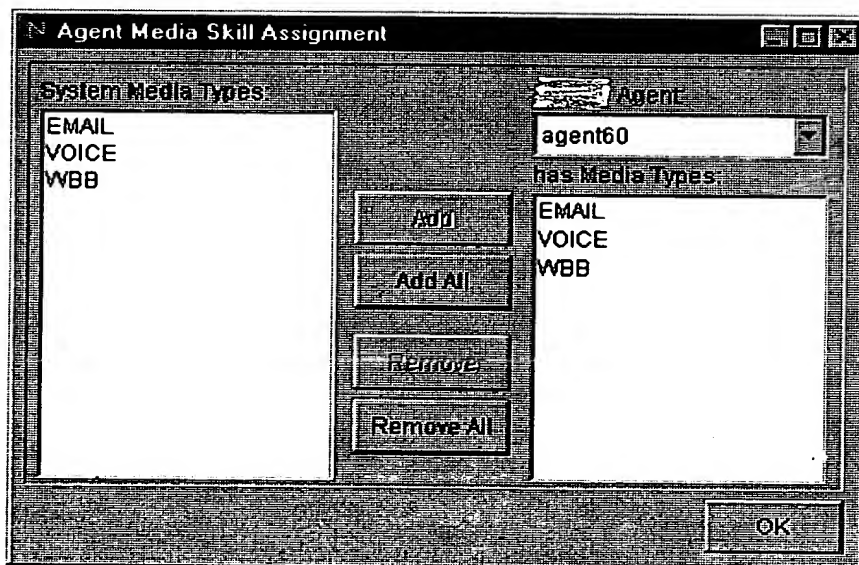


FIG. 8

00400460 02E00460 55T260

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FIG. 9

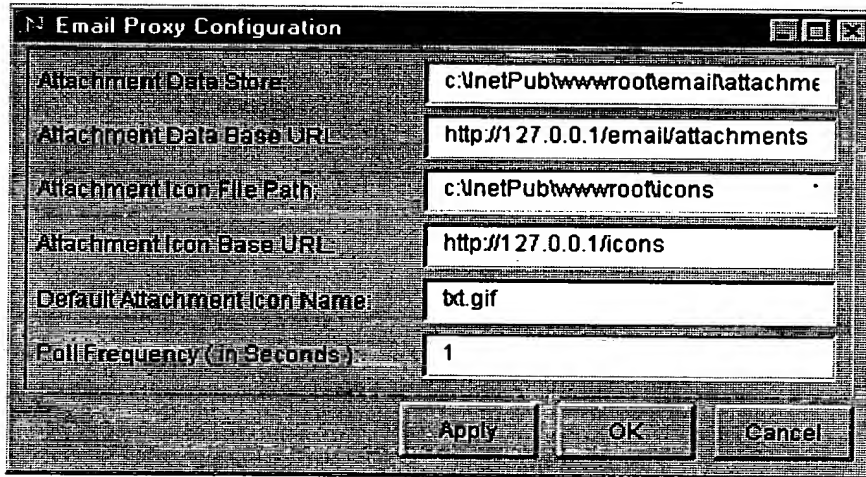


FIG. 10

00400320 09400460

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Mailbox Setup & Maintenance

Existing Mailboxes:

sales
service

Add

Modify

Remove

Mailbox Profile

Mailbox Name: tech_sppt

Domain Name: www.acme.com

Mailbox Password: *****

POP3 IP Address: 127.0.0.1

SMTP IP Address: 127.0.0.1

Campaign: NEW JERSEY

Response Template URL: http://127.0.0.1/response.t

Clear

OK

168

FIG. 11

Campaign Administration

Campaign Setup

Contact Status Table Maintenance

Agent Assignment to Campaign

Telephony Device Mapping

Map Telephone Line to Campaign

170

FIG. 12

00400320 028000460

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Campaign Setup

Current Default Campaign: CHICAGO

Existing Campaigns:

- CHICAGO
- NEW JERSEY

Add

Modify

Remove

Campaign: NEW JERSEY

Re-Route Number: []

☒ Set as Default

Clear

OK

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FIG. 13

Contact Status Table Maintenance

☒ Contact ☐ No Contact ☐ No Connect ☐ Re-Routed

Campaign: NEW JERSEY

New Result: []

Existing Results:

- 1 year sale
- 3 year sale
- 5 year sale

Campaign: NEW JERSEY

Result: 3 year sale

New Reason: sales promotion

Existing Reasons:

- good price

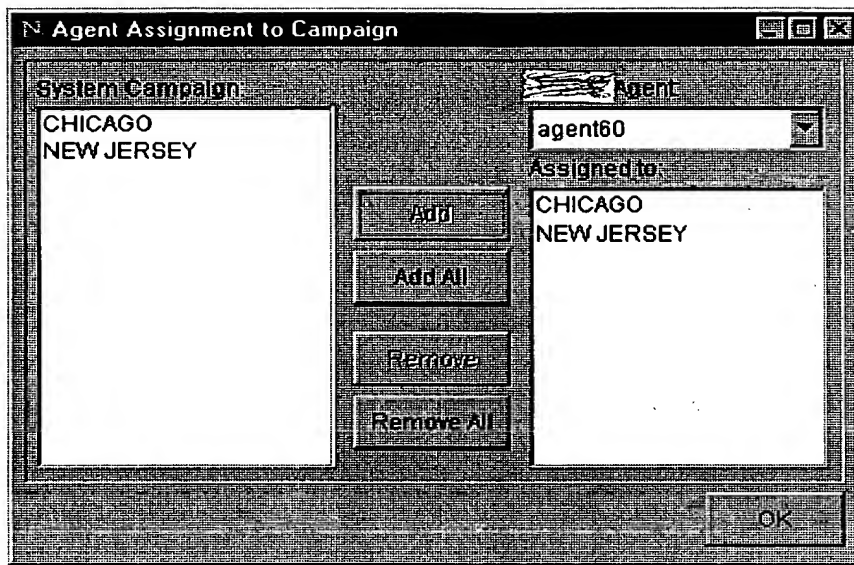
OK

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FIG. 14

09400320 092195 661260 02E00460

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The dialog box is titled "Agent Assignment to Campaign". It features two main list boxes: "System Campaign" on the left and "Agent" on the right. The "System Campaign" list contains "CHICAGO" and "NEW JERSEY". The "Agent" list contains "agent160". Between these lists are four buttons: "Add", "Add All", "Remove", and "Remove All". Below the "Agent" list is a section labeled "Assigned to:" which also contains "CHICAGO" and "NEW JERSEY". An "OK" button is located at the bottom right of the dialog.

System Campaign

CHICAGO
NEW JERSEY

Agent

agent160

Assigned to:

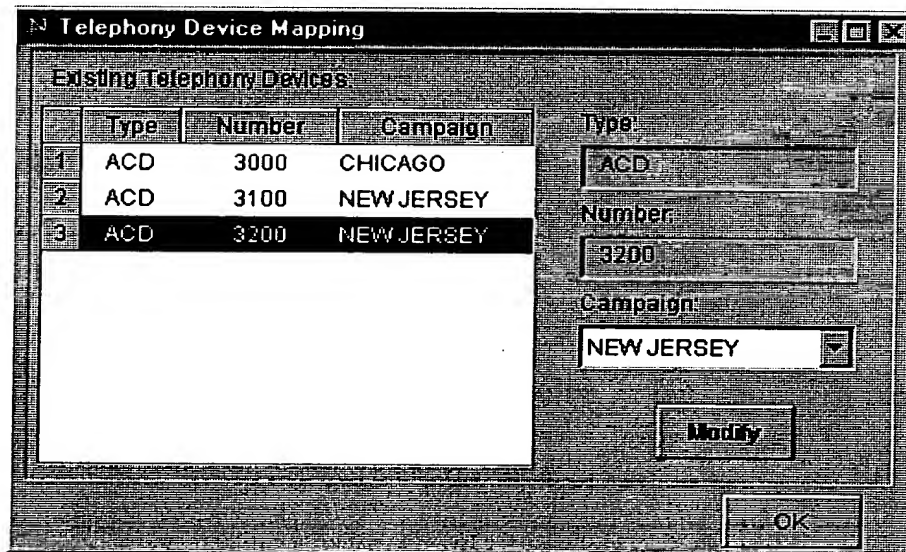
CHICAGO
NEW JERSEY

Add
Add All
Remove
Remove All

OK

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FIG. 15



The dialog box is titled "Telephony Device Mapping". It contains a table of "Existing Telephony Devices" with columns for "Type", "Number", and "Campaign". The table lists three devices: 1 (ACD, 3000, CHICAGO), 2 (ACD, 3100, NEW JERSEY), and 3 (ACD, 3200, NEW JERSEY). To the right of the table are input fields for "Type" (set to ACD), "Number" (set to 3200), and "Campaign" (set to NEW JERSEY). A "Modify" button is positioned below these fields, and an "OK" button is at the bottom right.

Existing Telephony Devices

	Type	Number	Campaign
1	ACD	3000	CHICAGO
2	ACD	3100	NEW JERSEY
3	ACD	3200	NEW JERSEY

Type: ACD

Number: 3200

Campaign: NEW JERSEY

Modify

OK

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FIG. 16

09400320, 092159

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Map Telephone Line to Campaign

	DNIS	Campaign
1	8005551212	CHICAGO

DNIS Mapping

DNIS: 8005552323

Campaign: NEW JERSEY

Buttons: Add, Modify, Remove, Clear, OK

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FIG. 17

Telephony Maintenance

Telephone/ACD Setup

Define Telephone Extension

Map IVR Port to ACD Extension

182

FIG. 18

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-184

-186

F16.20

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Define Telephone Extension

Existing Telephony Extensions:

200-203
401-403

Add

Modify

Remove

From Extension: 600

To Extension: 603

Switch Info

Switch Type: LUCENT

Switch ID: CORAL

CTI Server: 127.0.0.1

Set Secondary CTI

Clear

OK

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FIG. 21

Map IVR Port to ACD Extension

Existing IVRs:

	Master	F.C.	T.C.	F.E.	T.E.
1	1	0	3	200	203

Add

Modify

Remove

Master: 1

From Channel (F.C.): 0

To Channel (T.C.): 3

From Extension (F.E.): 200

To Extension (T.E.): 203

☐ Re-Route Channels

Clear

OK

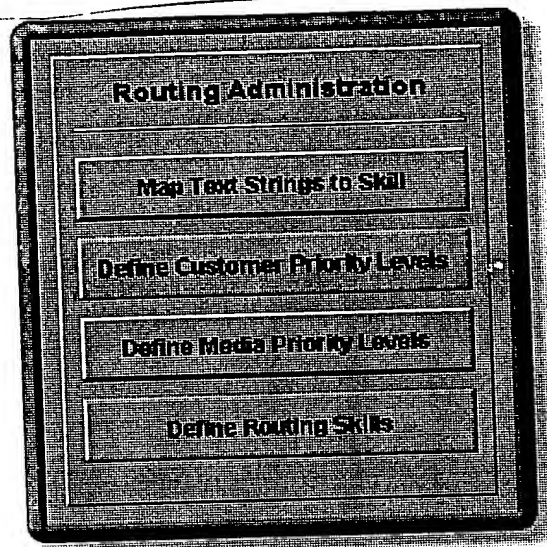
190

FIG. 22

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FIG. 23

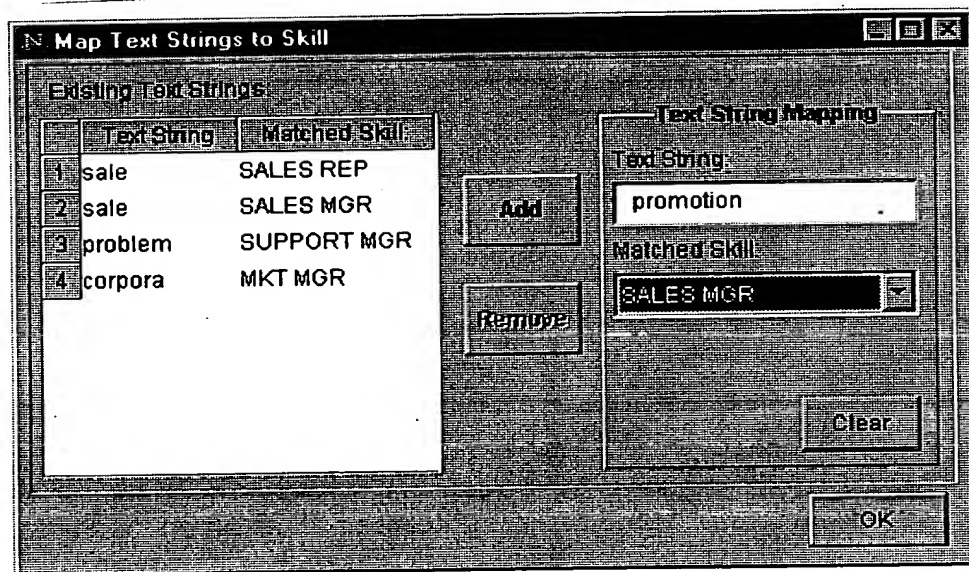


FIG. 24

00400320 091260 02E00460

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Define Customer Priority Levels

Existing Customer Types:

	Customer Type	P	I	F
1	5	1	0	1
2	4	50	0	1
3	3	15	40	3
4	1	5	20	5
5	0	0	10	1
6	6	92	4	4
7	7	96	1	23
8	89	34	45	4
9	68	56	65	3
10	2	10	30	4

Add

Modify

Remove

Customer Type: 5

Priority (P): 1

Increment (I): 0

Frequency (F) (in seconds): 1

Clear

OK

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FIG. 25

Define Media Priority Levels

Existing Media Types:

	Media Type	P	I	F	Time Out
1	EMAIL	2	5	5	30
2	WBB	3	5	5	30
3	VOICE	1	50	5	30

Modify

Remove

Media Type: WEB

Priority (P): 2

Increment (I): 5

Frequency (F) (in seconds): 5

Time Out (in seconds): 30

Clear

OK

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FIG. 26

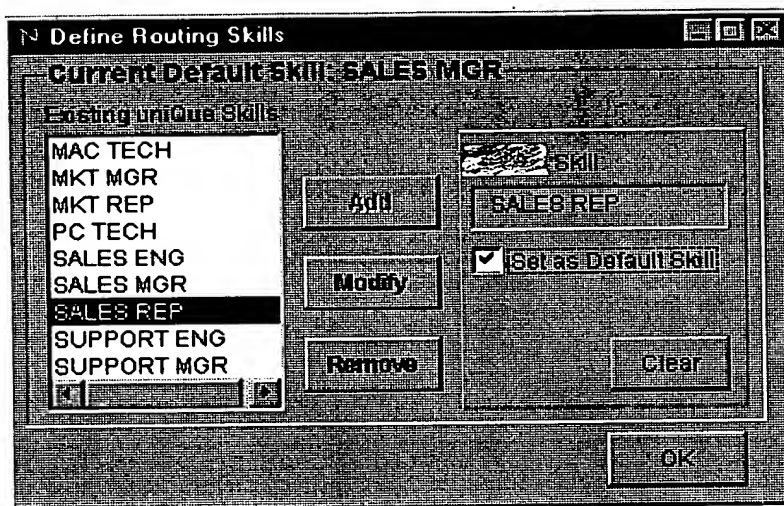


FIG. 27

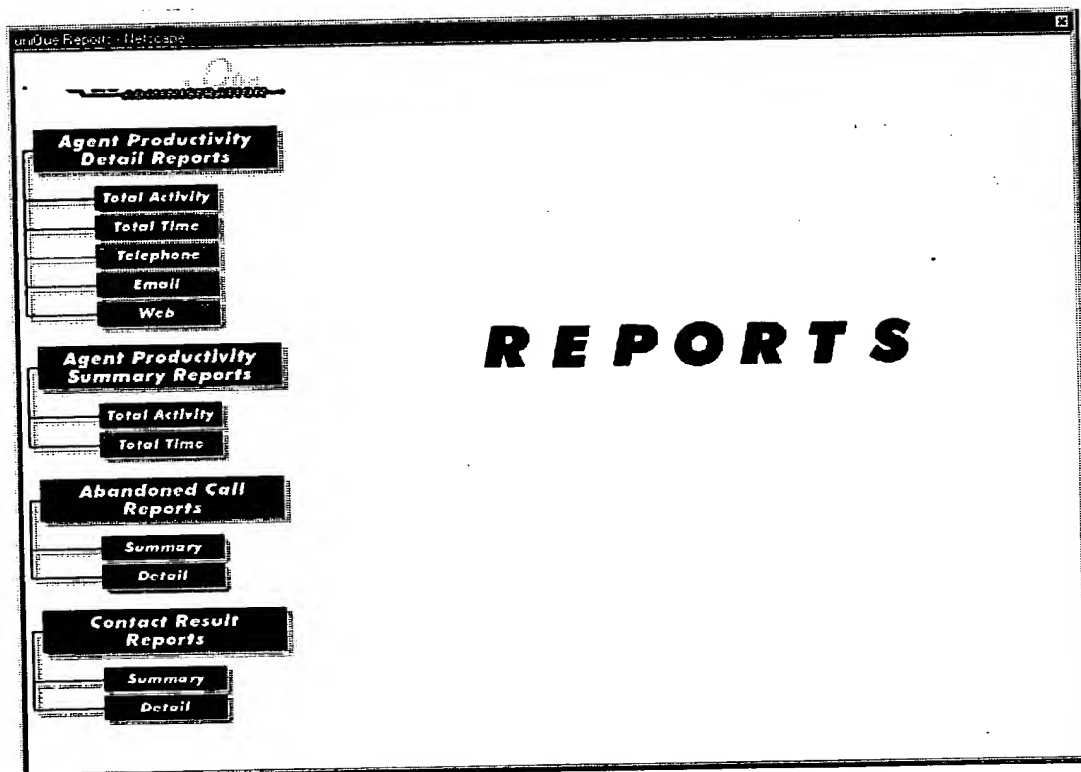


FIG. 28

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Period: 4/14/99

Report Date: 04/17/99

Organization: Services

Report Time: 14:05:03

Agent: David

Campaign: All

Total Activity Recap

<u>Log In</u>	<u>Log Out</u>	<u>Duration</u>	<u>Telephone Contacts</u>			<u>Email</u>	<u>Web</u>	<u>Other</u>	<u>Total</u>	<u>Avg.Min.</u>
			<u>In-bound</u>	<u>Out-bound</u>	<u>Total</u>					<u>Per/Contact</u>
8:00	10:00	120	13	4	17	4	3		24	5.00
10:15	12:00	105	7	3	10	11	4		25	4.20
12:45	14:30	105	12	3	15	5	3		23	4.57
14:45	16:00	75	7	6	13	3	2		18	4.17
	Total	405	39	16	55	23	12		90	4.50

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F16. 29

004000760 00220 00199

Contact Handling Time

<u>Log In</u>	<u>Log Out</u>	<u>Unavail</u>	<u>No</u>	<u>Inbound</u>	<u>Outbound</u>	<u>Email</u>	<u>Web</u>	<u>Other</u>	<u>Total</u>
		<u>able</u>	<u>Activity</u>	<u>Telephone</u>	<u>Telephone</u>				<u>Time</u>
8:00	10:00	2	7	72	24	8	8		120
10:15	12:00	2	5	45	21	24	8		105
12:45	14:30	11	4	57	15	11	7		105
14:45	16:00	3	3	29	28	7	5		75
	Total	18	19	203	88	50	27		405

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F16. 30

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Period: 4/14/99

Report Date: 04/17/99

Organization: Services

Report Time: 14:05:03

Campaign: All

Total Activity Recap

<u>Agent</u>	<u>Telephone Contacts</u>		<u>Email</u>	<u>Web</u>	<u>Other</u>	<u>Total</u>	<u>Avg. Min.</u>
	<u>Inbound</u>	<u>Outbound</u>	<u>Contacts</u>	<u>Contacts</u>	<u>Contacts</u>	<u>Contacts</u>	<u>Per/Contact</u>
David Robinson	43	4	47	4		98	4.23
Joe Mc Colum	34	3	37	11		85	5.65
Harry Doyle	65	3	68	5		141	7.89
Jane Alexander	98	6	104	3		211	113.65
Kermit Spenser	132	3	135	11		281	23.50
Mike Alabastor	45	5	0	5		55	4.50
Milan Jones	32	6	0	6		44	4.12
Scott Nyquist	65	8	45	3		121	7.30
Total	514	38	436	48	0	1036	2.84

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FIG. 31

<u>Unavailable</u>	<u>No Activity</u>	<u>Inbound</u>	<u>Outbound</u>				<u>Total</u>
<u>Time</u>	<u>Time</u>	<u>Telephone</u>	<u>Telephone</u>	<u>Email</u>	<u>Web</u>	<u>Other</u>	<u>Time</u>

David Robinson	12	14	300	43	23	12		404
Joe Mc Colum	34	12	234	23	45	15		363
Harry Doyle	12	0	432	54	43	16		557
Jane Alexander	6	0	123	23	54	18		224
Kermit Spenser	15	0	123	23	67	19		247
Mike Alabastor	7	12	189	56	65	20		349
Milan Jones	12	45	321	71	23	21		493
Scott Nyquist	23	23	200	23	12	22		303
Total	121	106	1922	316	332	143	0	2940

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FIG. 32

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Period: 4/14/99

Report Date: 04/17/99

Report Time: 14:05:03

ACD Group	ACD Name	Total Calls	No Of Abandoned		Average Abandoned Wait Time (in min)
			Calls	Percent	
1	Inbound Sales	120	23	19%	0.34
2	Service	60	4	7%	0.56
3	Customer Support	75	7	9%	1.5
4	Outbound Sales	68	0	0%	0
	Total	323	34	11%	

FIG. 33

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Shift 1		Total Calls	No Of Abandoned		Average Abandoned Wait Time (in sec)	Average Pre Call Processing Time
			Calls	Percent		
8:00	8:15	5	0	0%	0	0
8:15	8:30	5	0	0%	0	0
8:30	8:45	9	3	33%	115	136
8:45	9:00	8	1	13%	15	15
9:00	9:15	6	1	17%		
9:15	9:30	7	1	14%		
9:30	9:45	2	0	0%		
9:45	10:00	12	4	33%		
10:00	10:15	15	3	20%		
10:15	10:30	7	1	14%		
10:30	10:45					
10:45	11:00					
11:00	11:15					

11:30

FIG. 34

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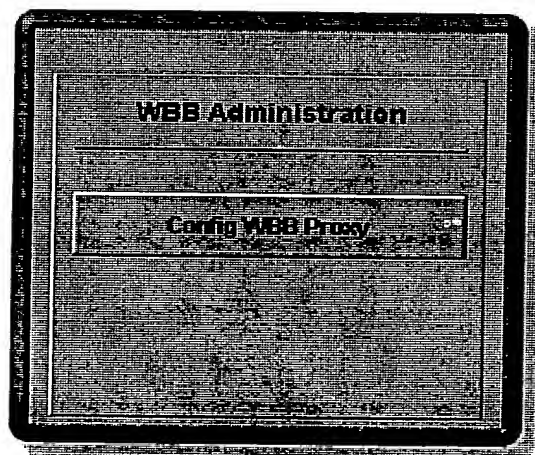
00400320-092199

								Report Date: 04/17/99	
Organization : Services								Report Time: 14:05:03	
Reporting Period: 4/14/99									
Campaign:									
	Outbound	Right		Wrong	No Connects				Total
	Telephone	Party		Party	Busy	No	SIT Tone	Answering	No
Agent	Attempts	Contacts	Percent	Contacts	Signals	Answer	No Connect	Machine	Connects
David Robinson	71	34	48%	9	4	23	1	3	28
Joe Mc Colum	59	31	53%	3	11	12	2	23	25
Harry Doyle	91	60	66%	5	5	16	5	21	26
Jane Alexander	121	91	75%	7	3	19	1	17	23
Kermit Spenser	168	124	74%	8	11	23	2	12	36
Mike Alabastor	78	33	42%	12	5	25	3	3	33
Milan Jones	67	26	39%	6	6	28	1	4	35
Scott Nyquist	82	63	77%	2	3	12	2	6	17
Total	737	462	63%	52	48	158	17	89	223

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F16. 39

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F16. 40

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Config WBB Proxy

Web Bulletin Board Proxy Configuration

ODBC DSN: msgbody

Web BB DB Polling Frequency (in hours): 24

Ignore Messages Older than: 400 Days

Messages are Routed to Agent if not Answered within: 24 Hours

Web BB ISAPI URL: http://127.0.0.1wconnect/wc.dll

Apply OK Cancel

Unsigned Java Applet Window

FIG. 41

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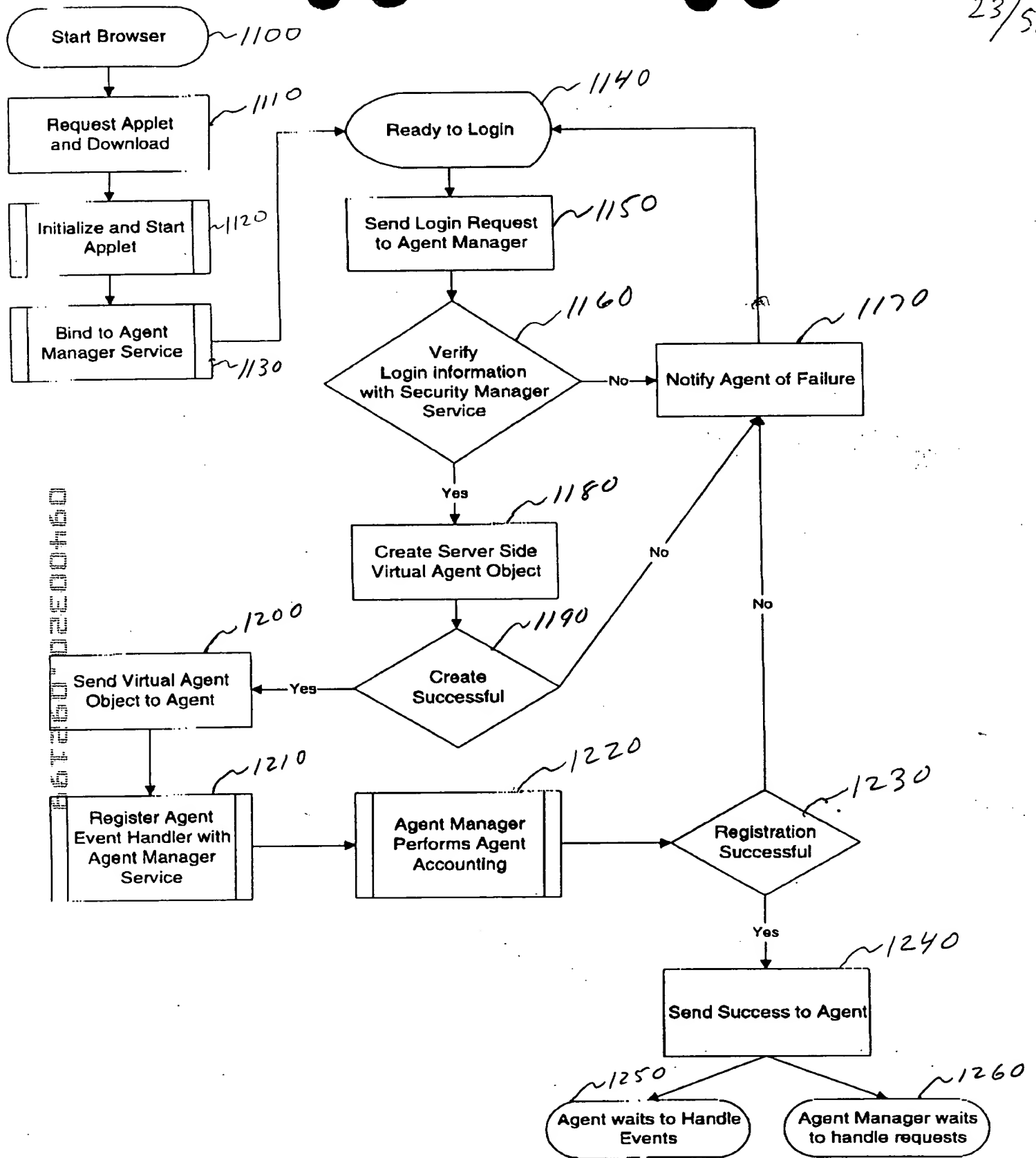
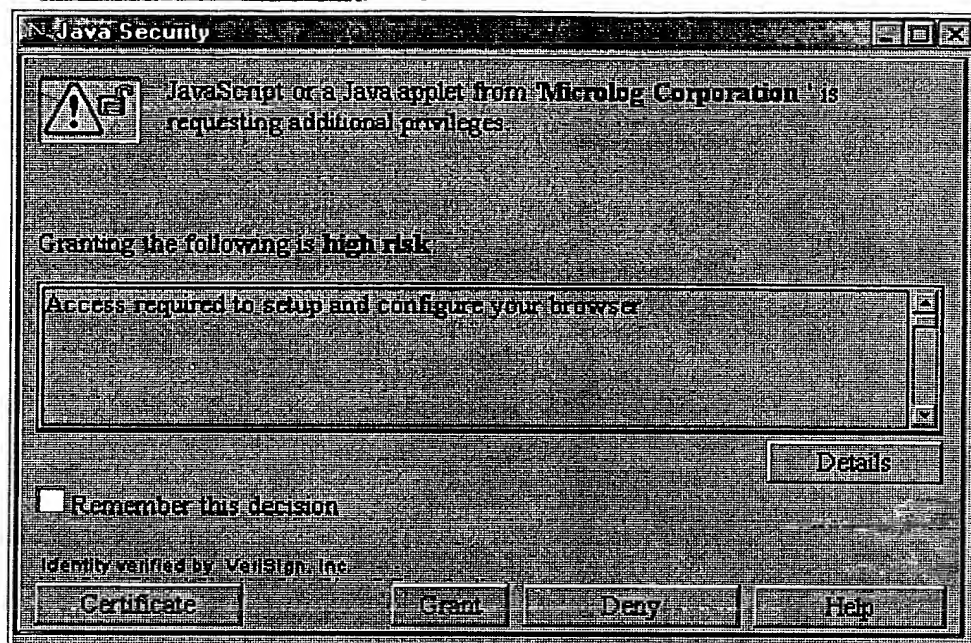


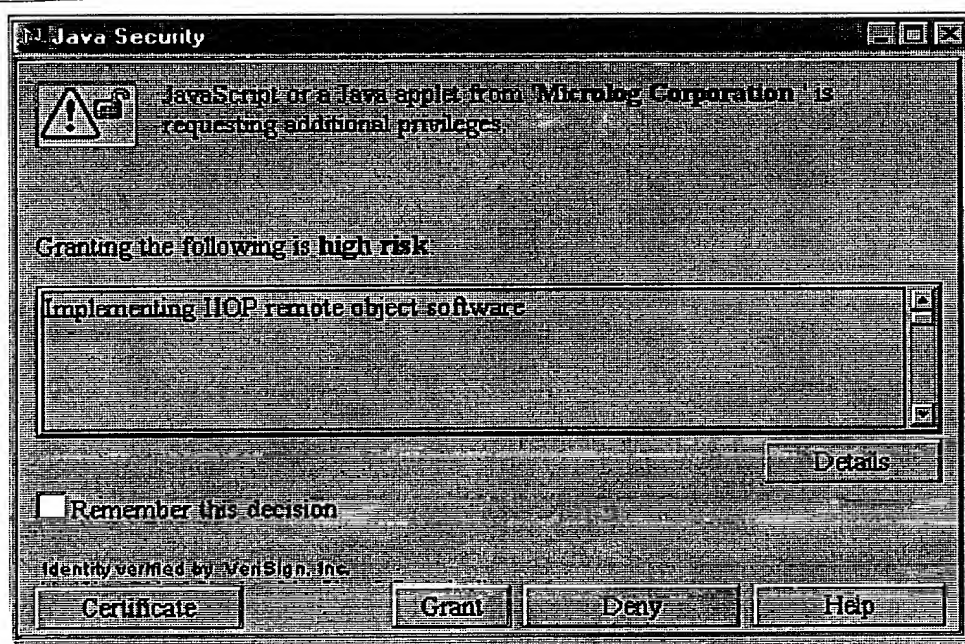
FIG. 42

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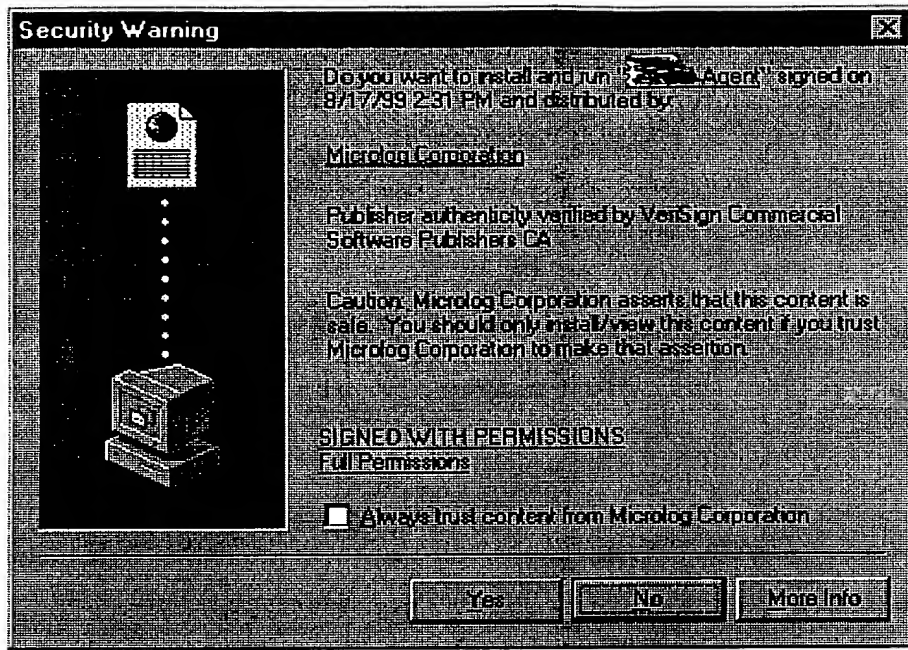
FIG. 43



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FIG. 44

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FIG. 45

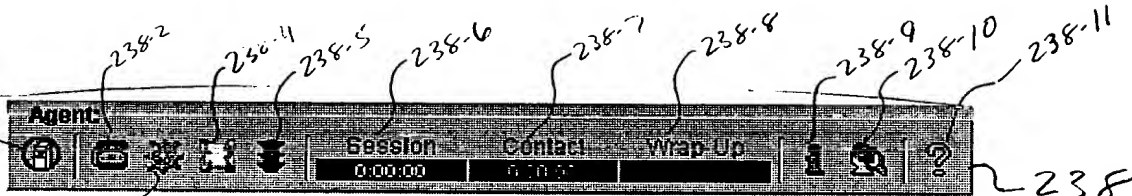


FIG. 46

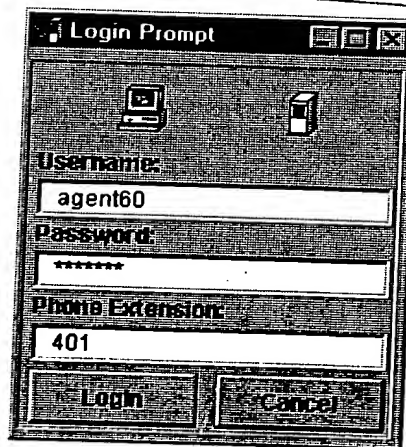


FIG. 47

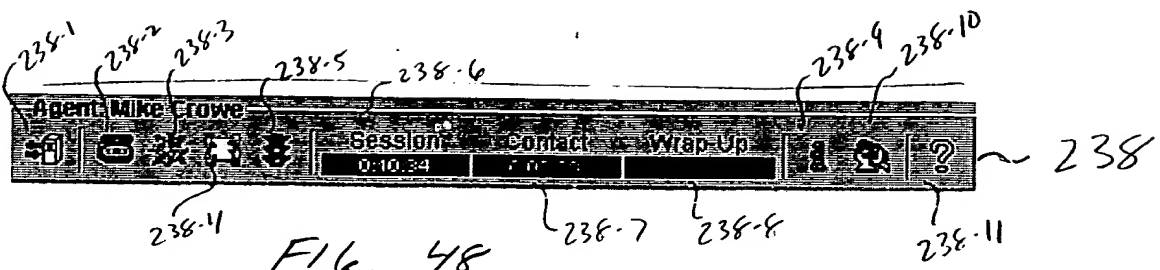
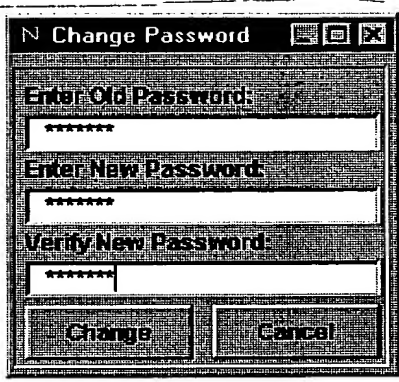


FIG. 48

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FIG. 49

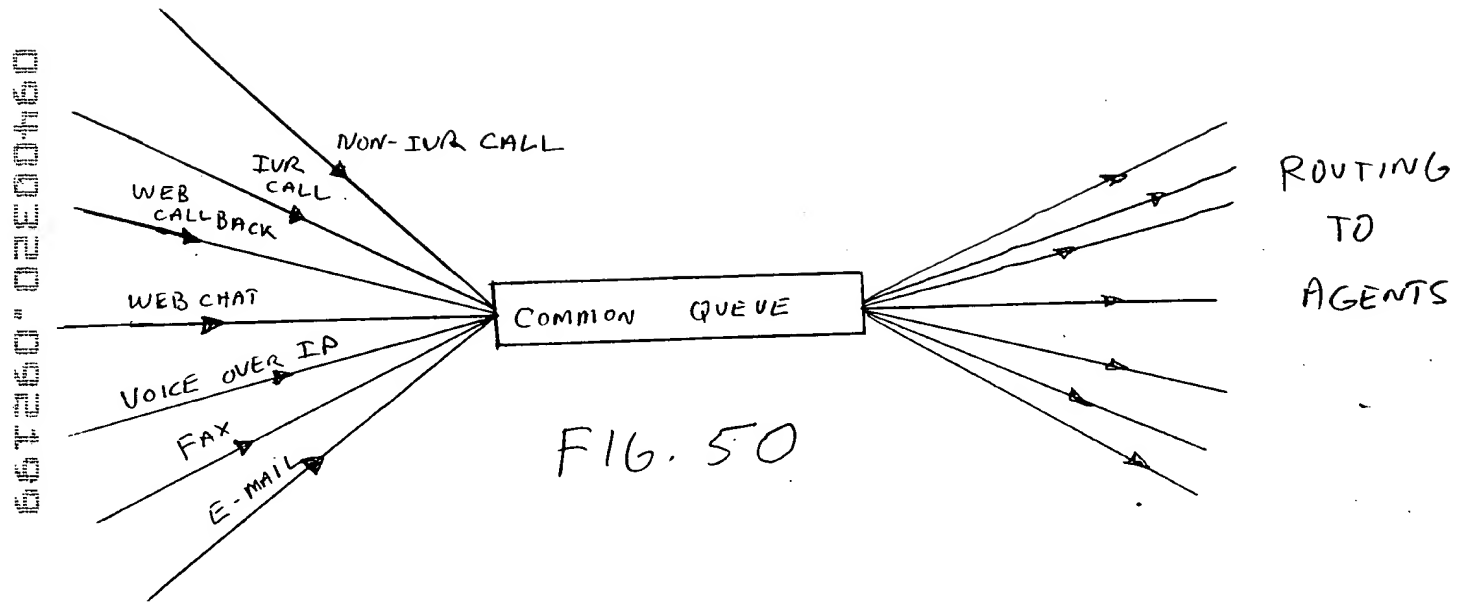


FIG. 50

09400320-092199

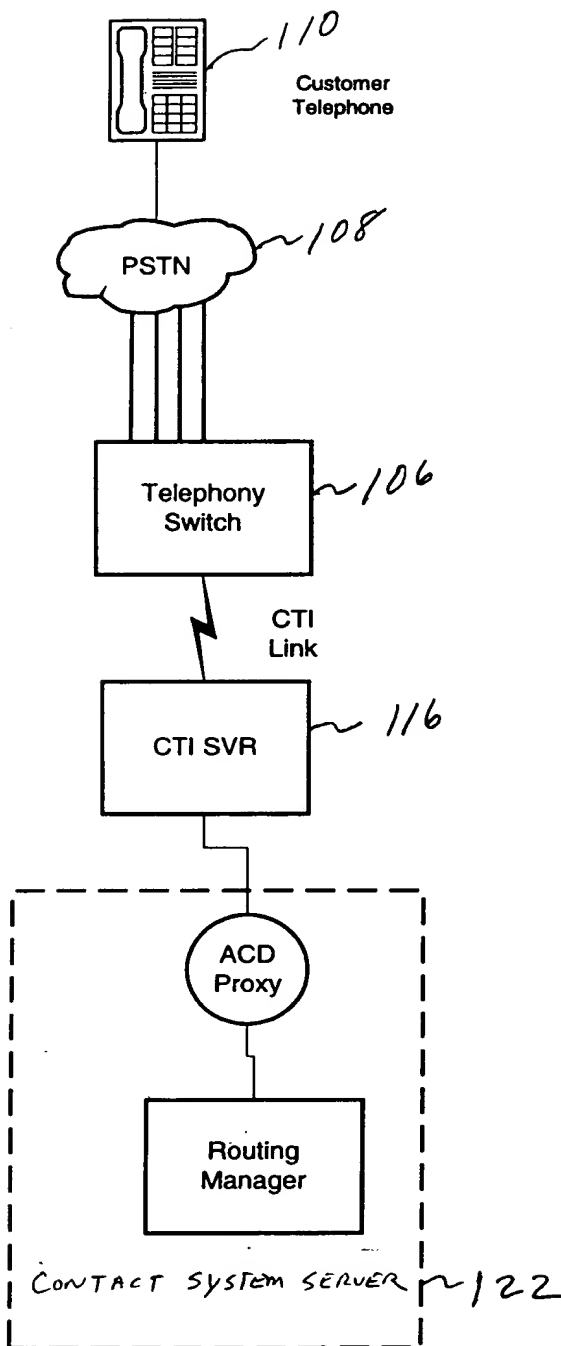


FIG. 51

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667260 02E00460

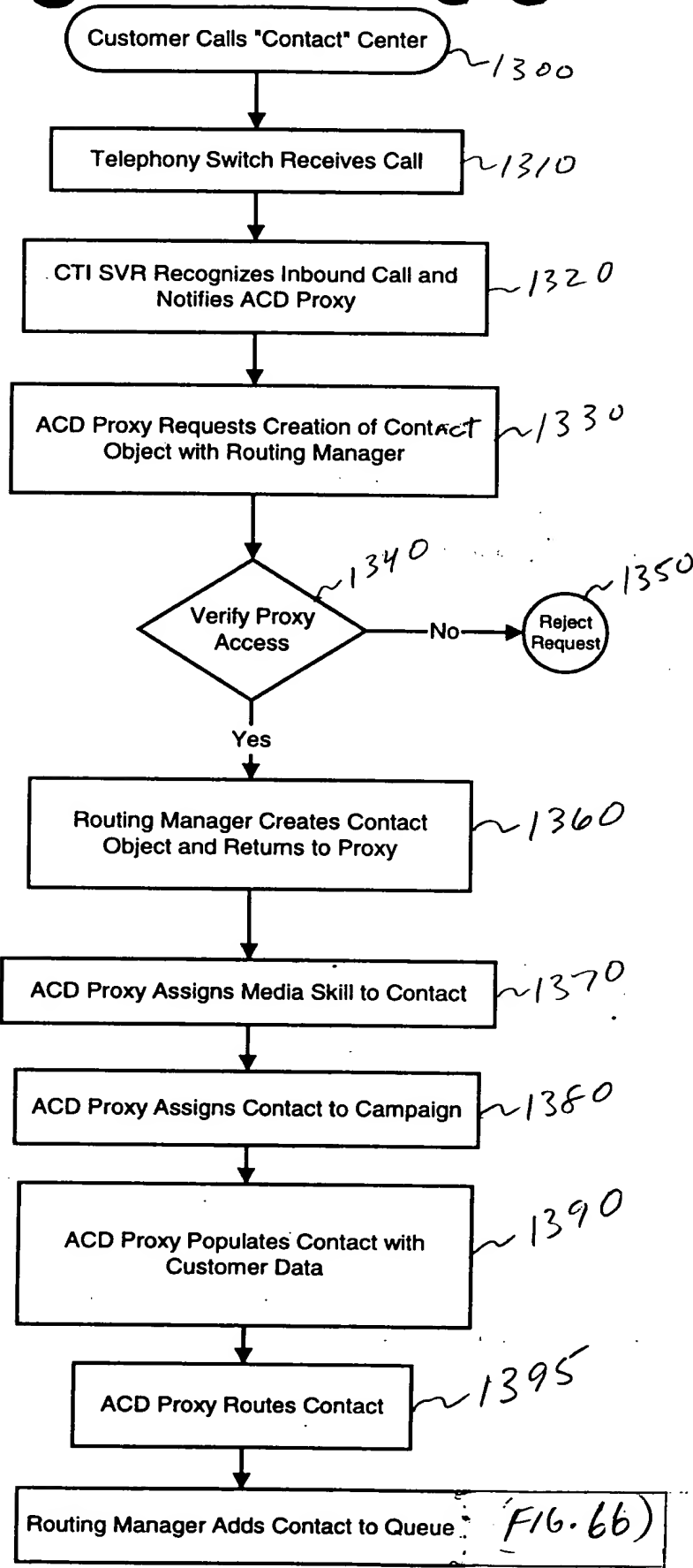


FIG. 52

(FIG. 66)

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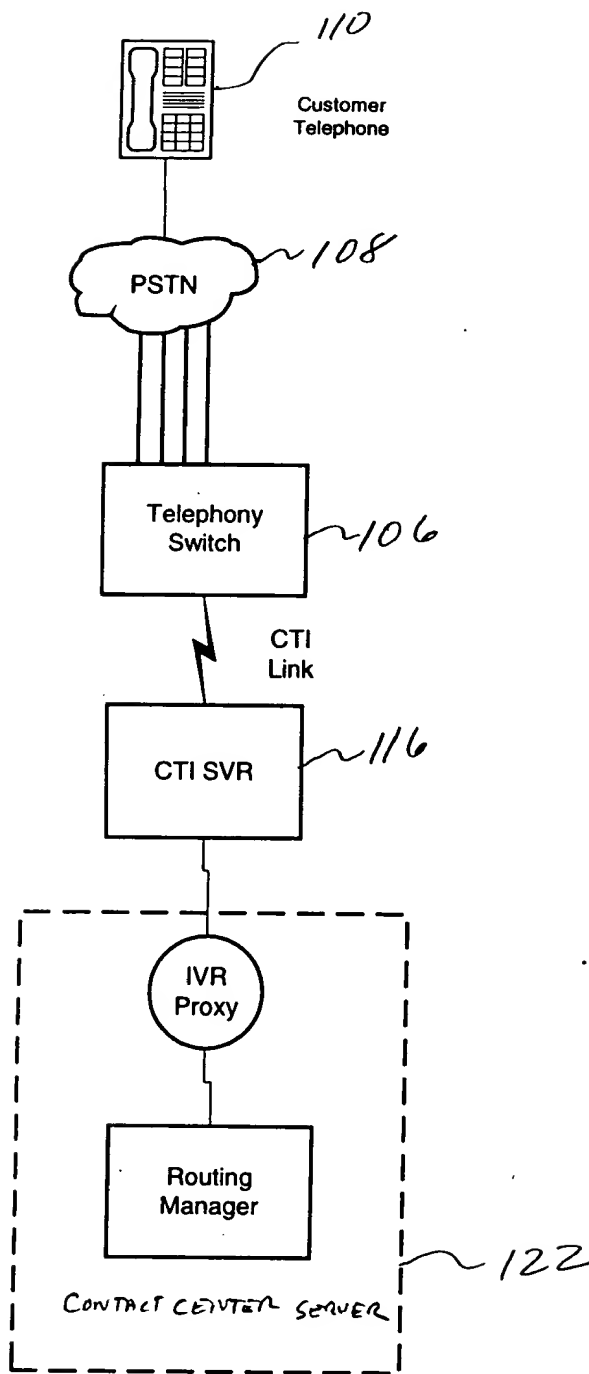


FIG. 53

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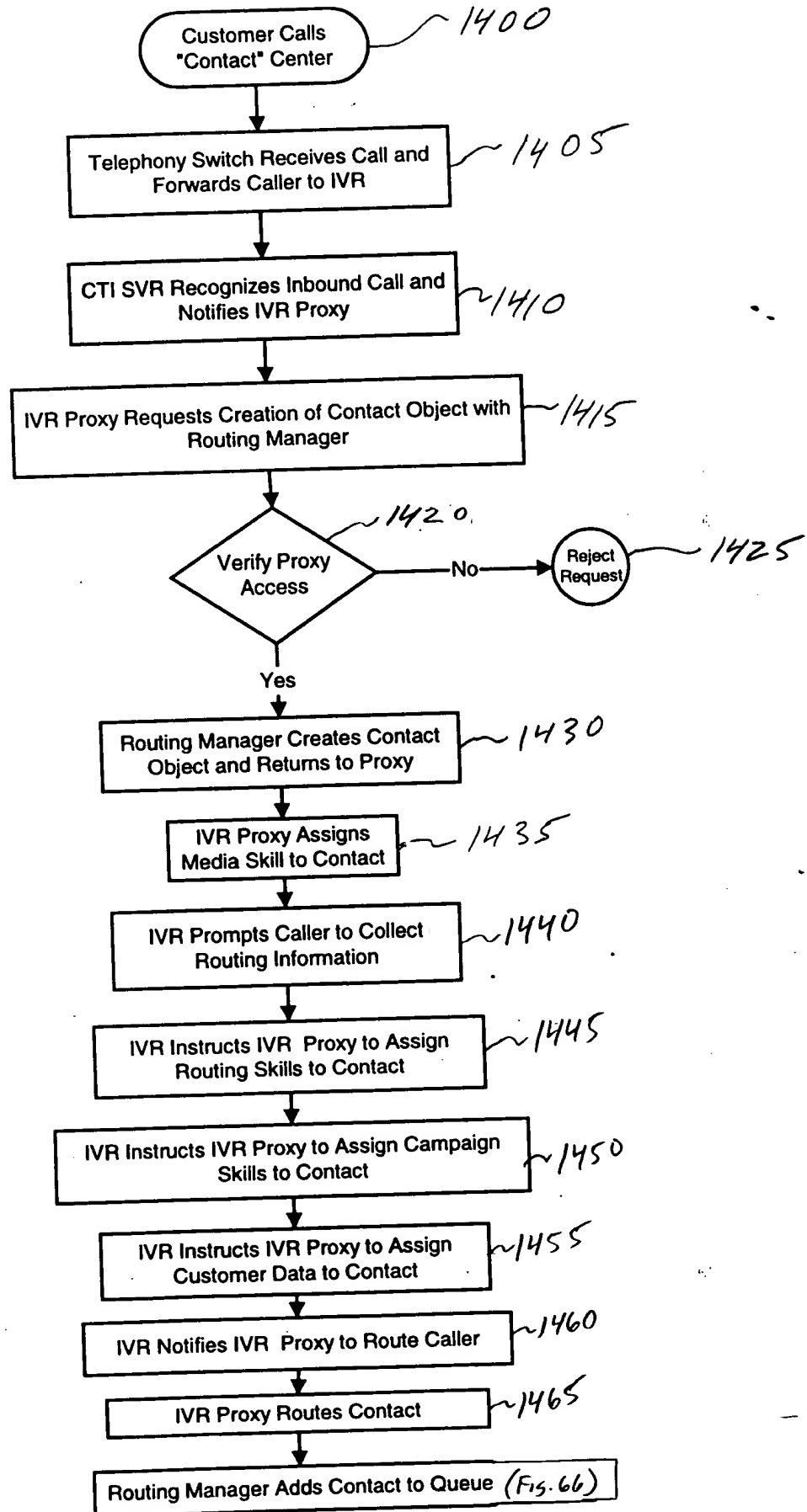


FIG. 54

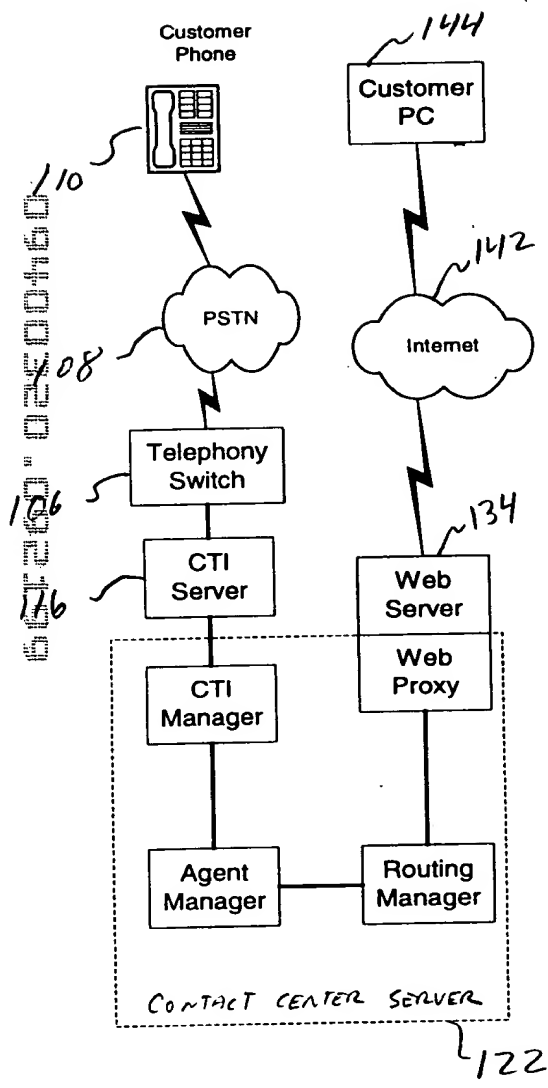


FIG. 55

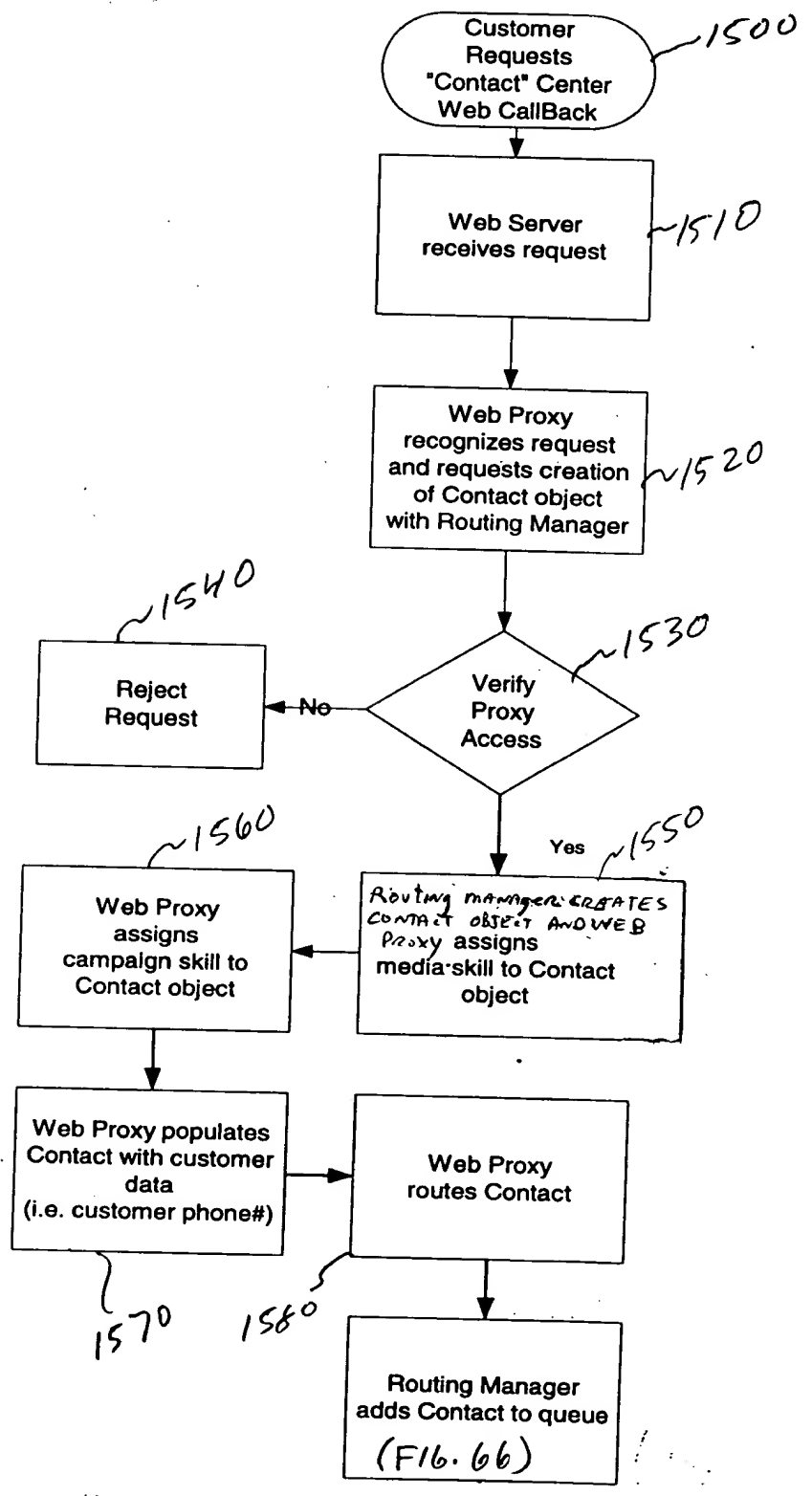


FIG. 56

65T260" 02E00460

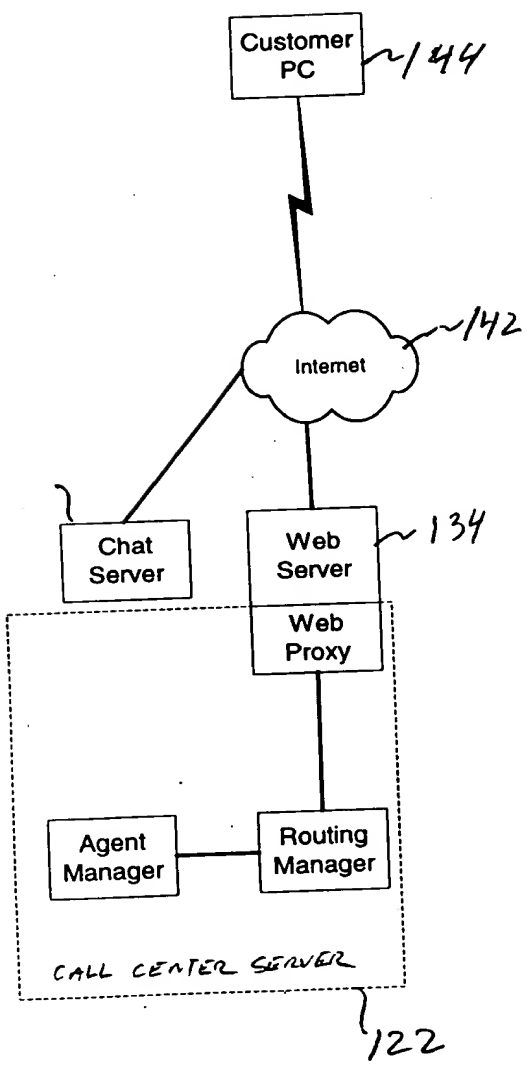


FIG. 57

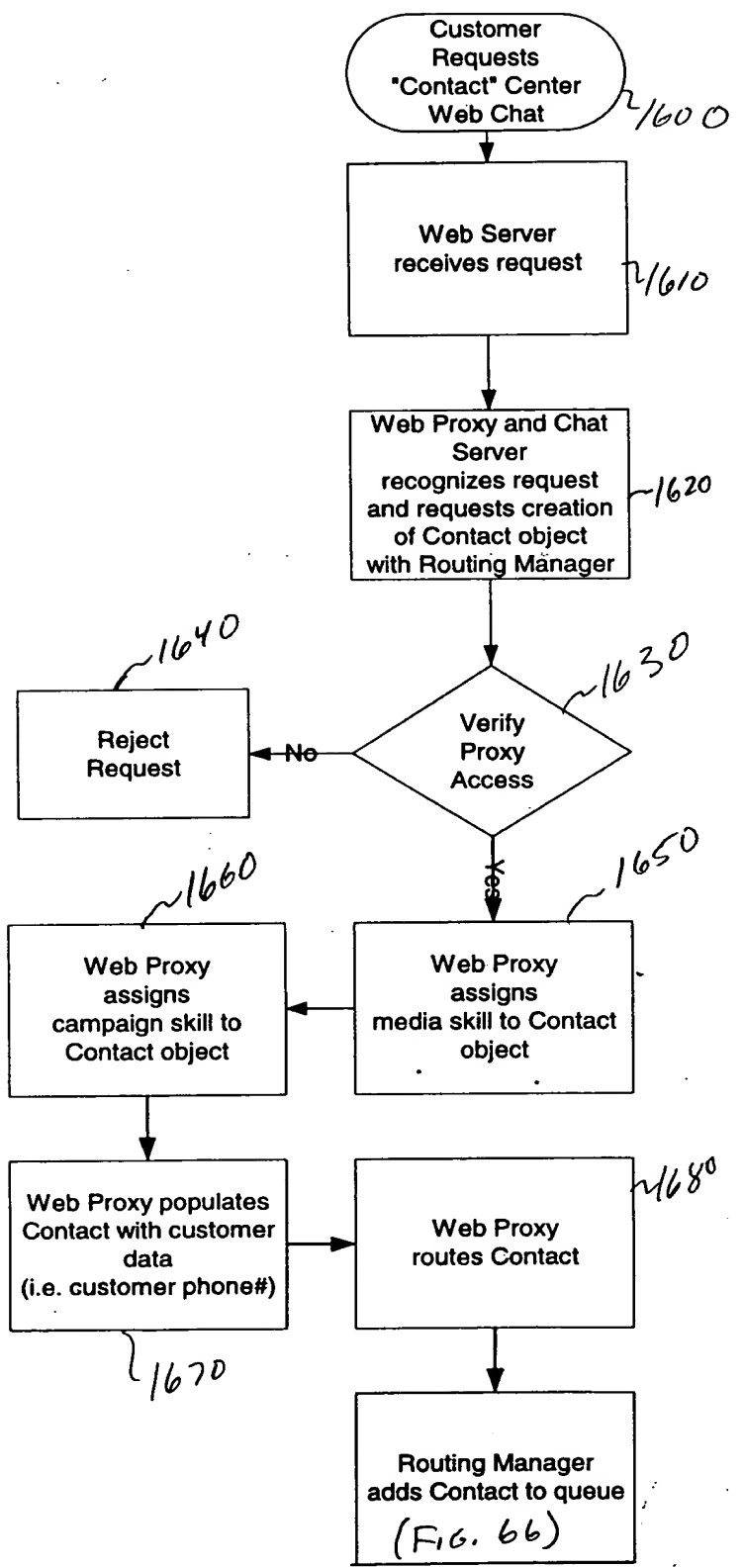


FIG. 58

09400320-092199

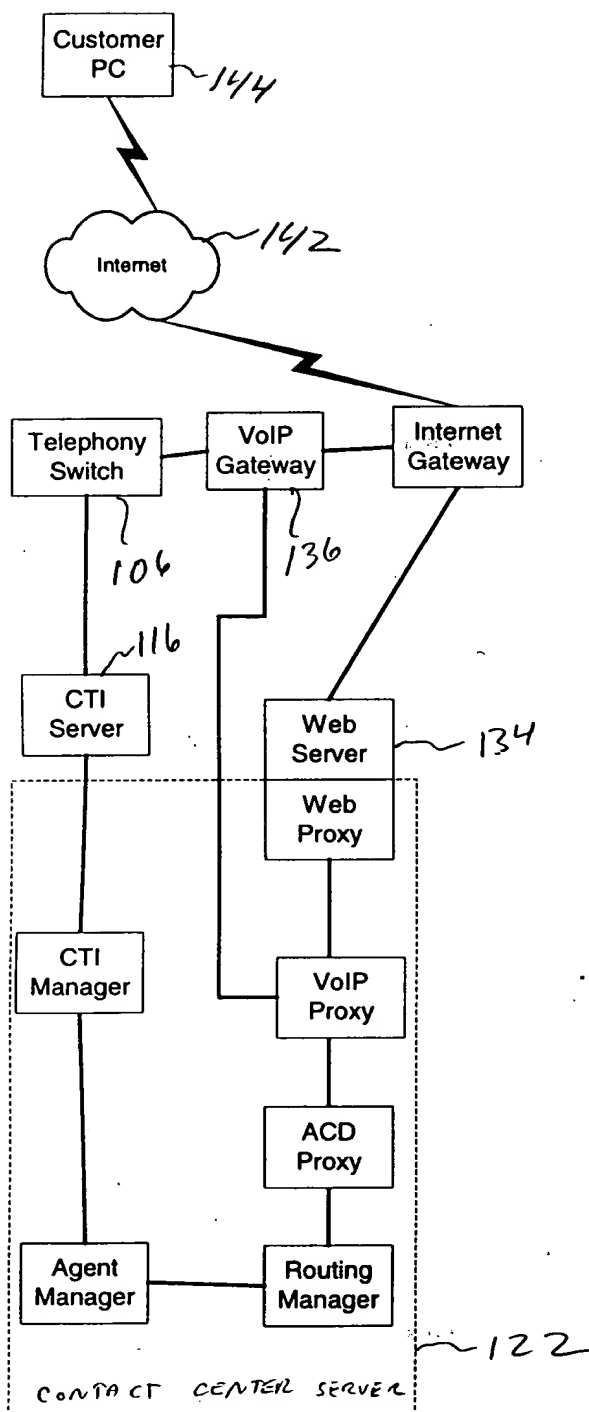
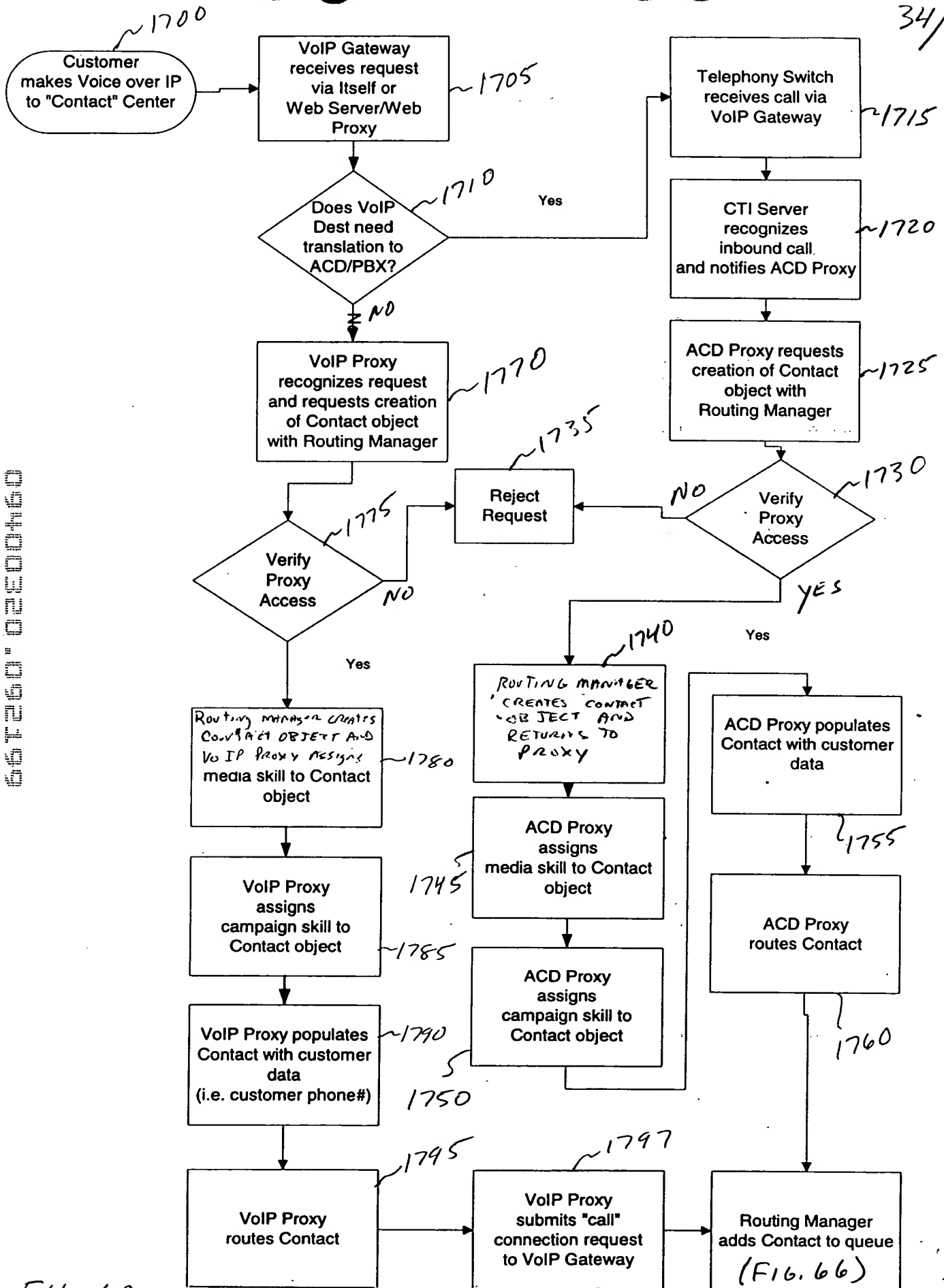


FIG. 59

09400320 092199





09400320-092199

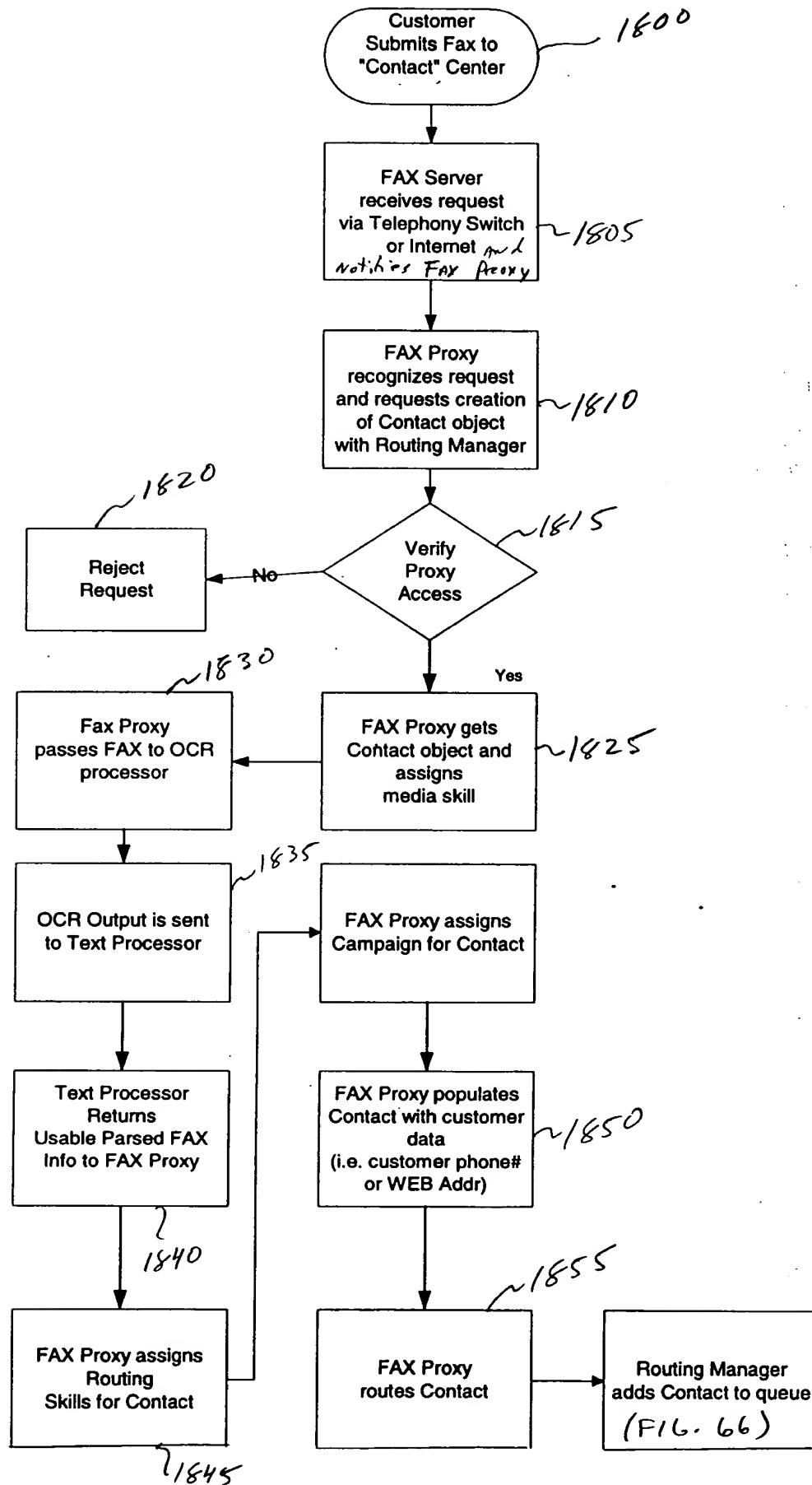


FIG. 62

09400320 092199

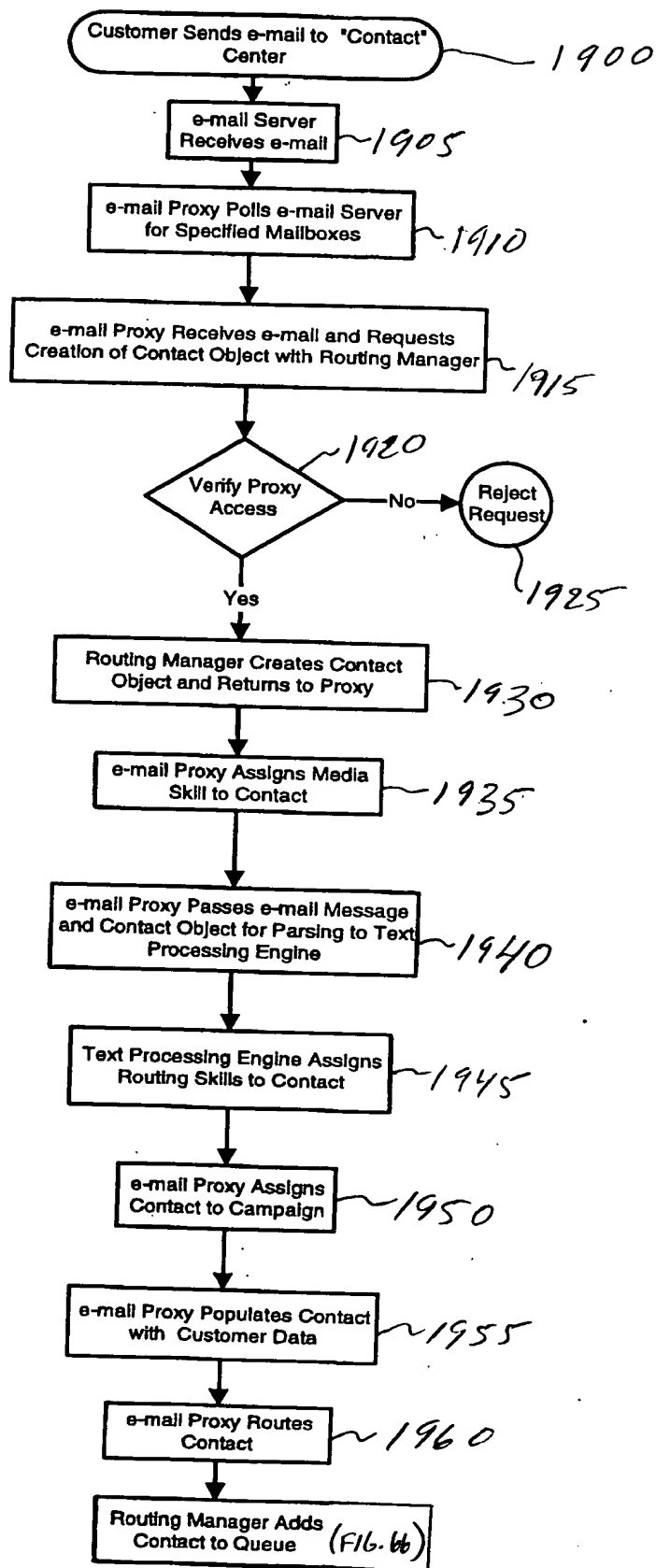


FIG. 64

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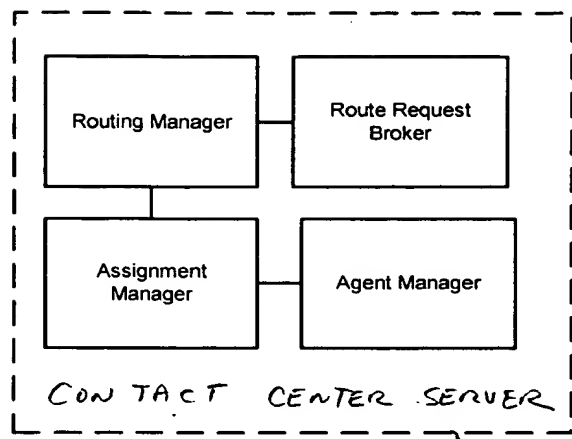


FIG. 65

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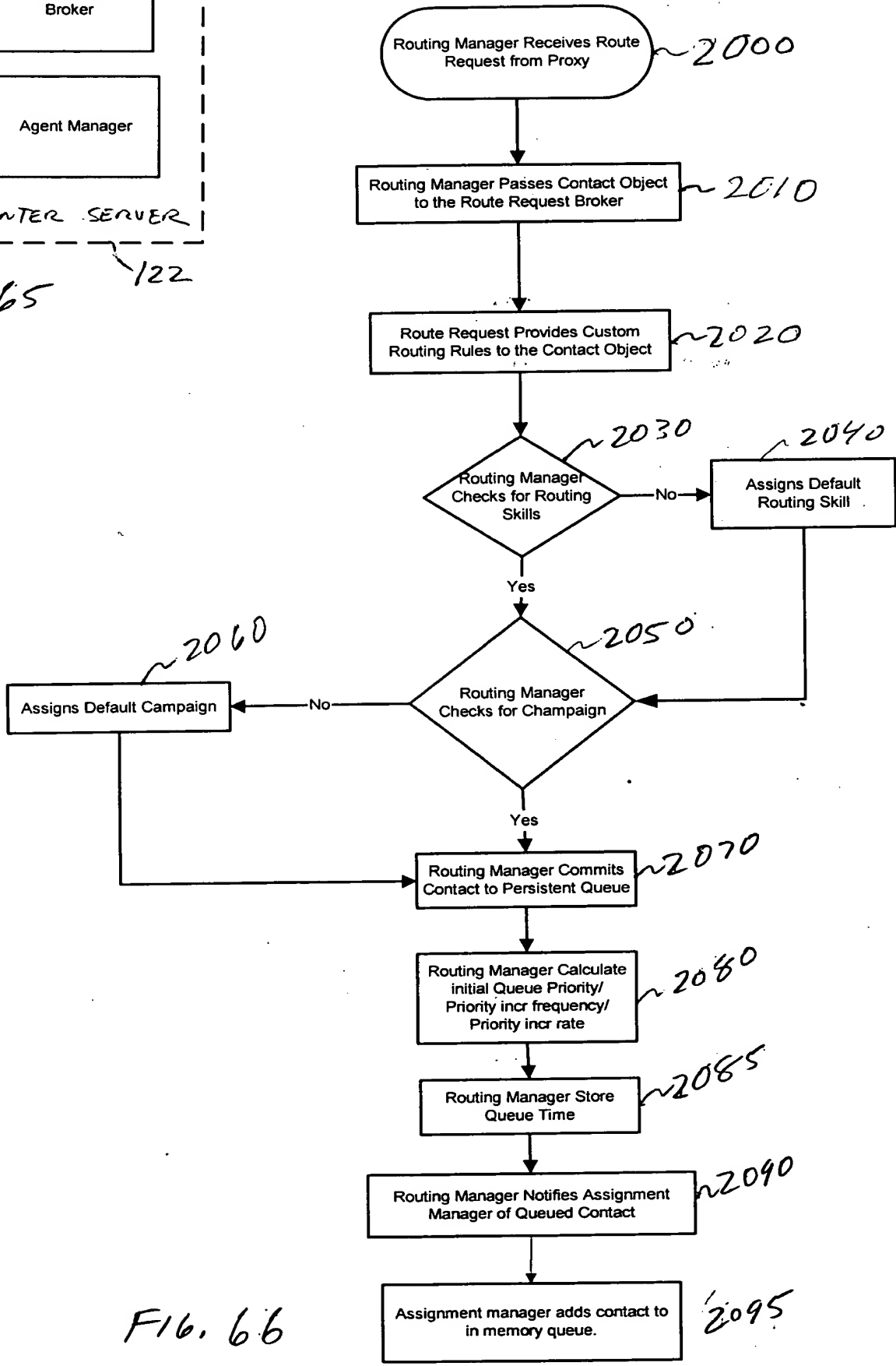


FIG. 66

09400320 02E00460

09400320-092199

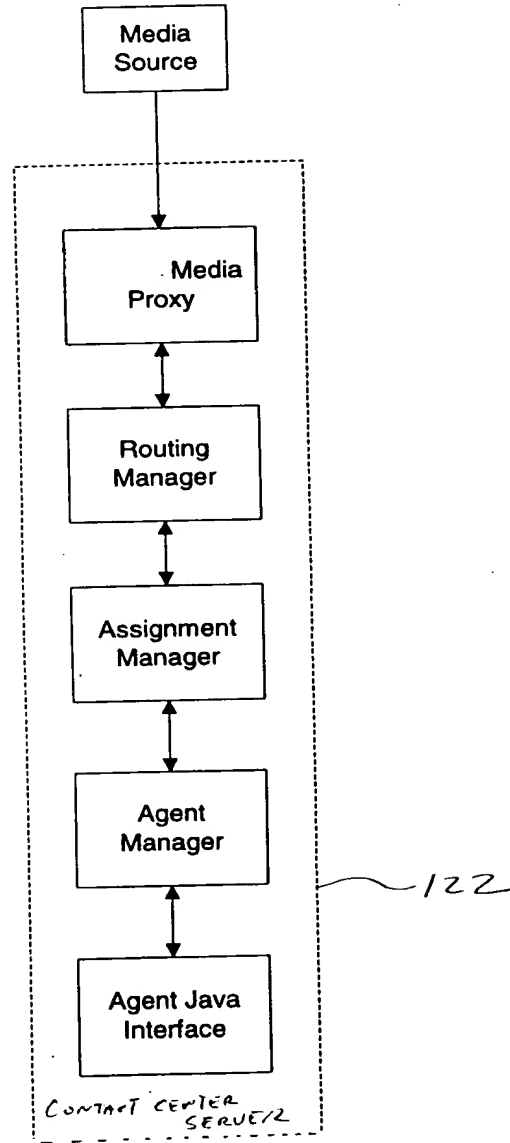


FIG. 67

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0040320 02E00460

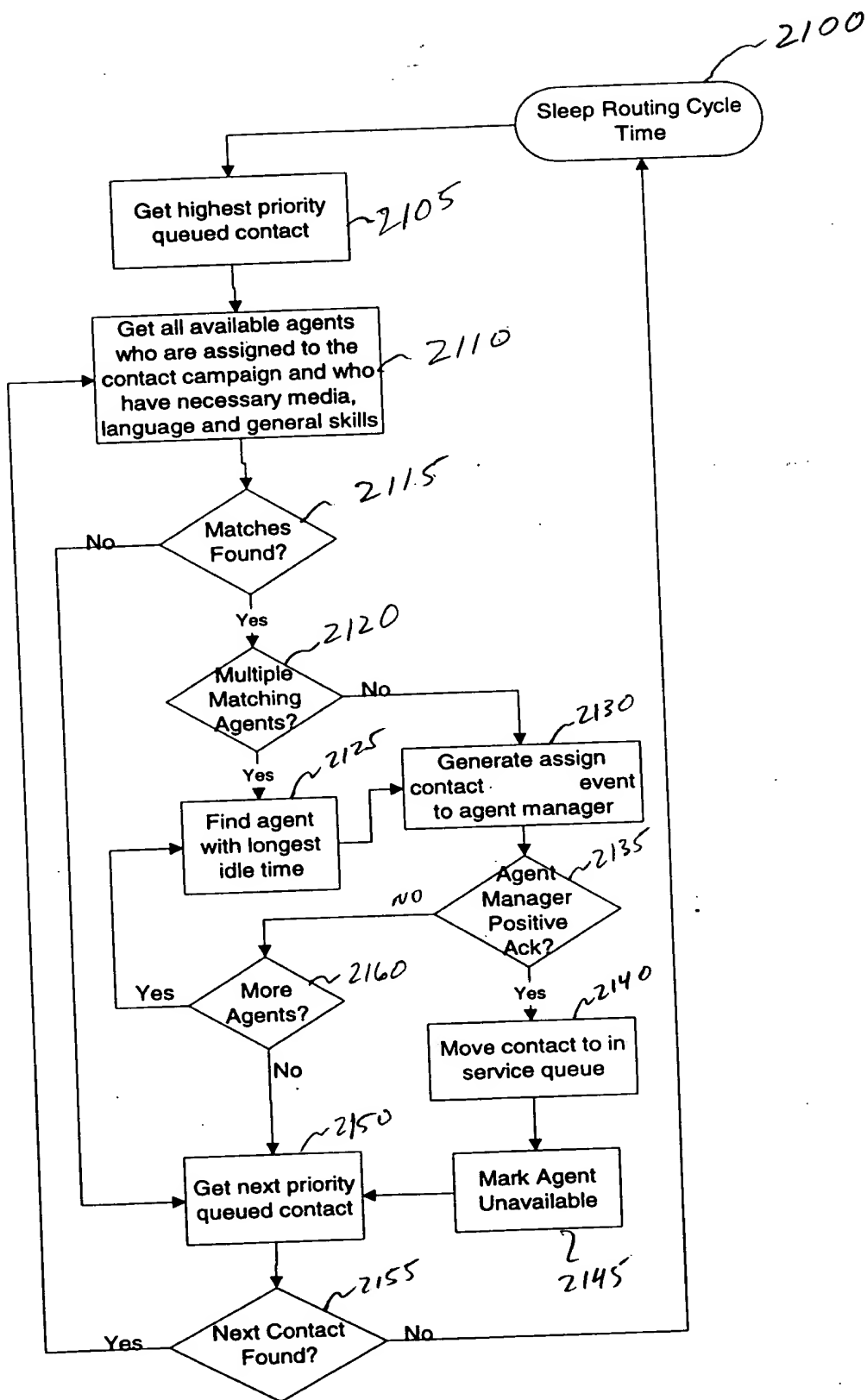


FIG. 68

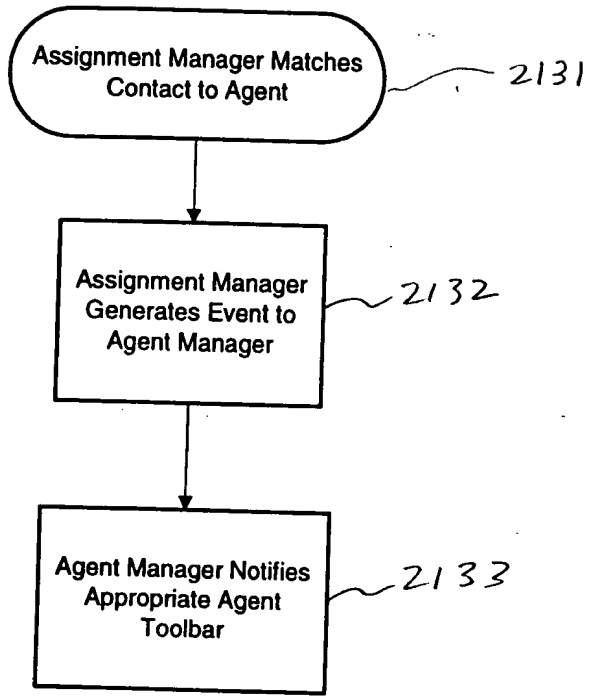


FIG. 69

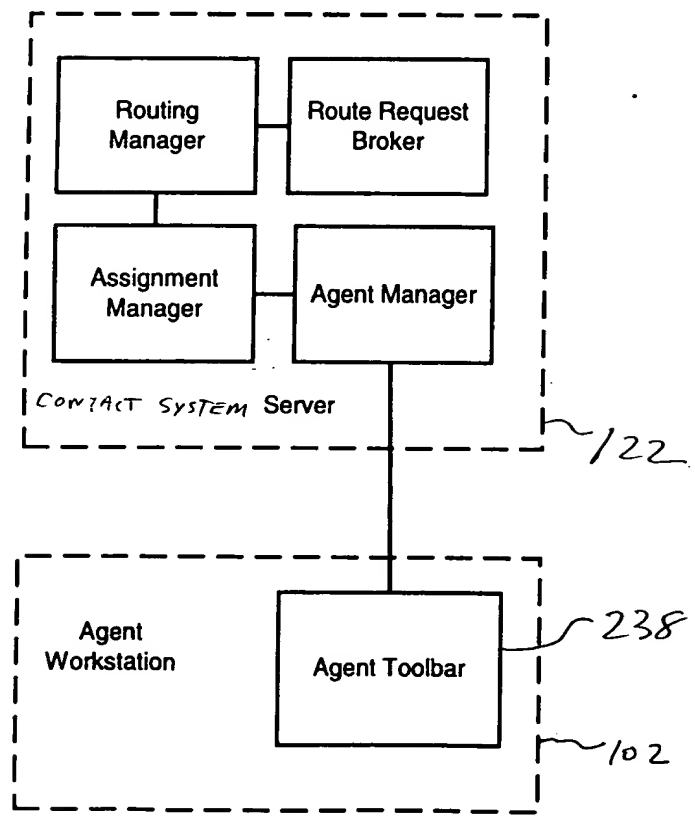


FIG. 70

09400320-092499

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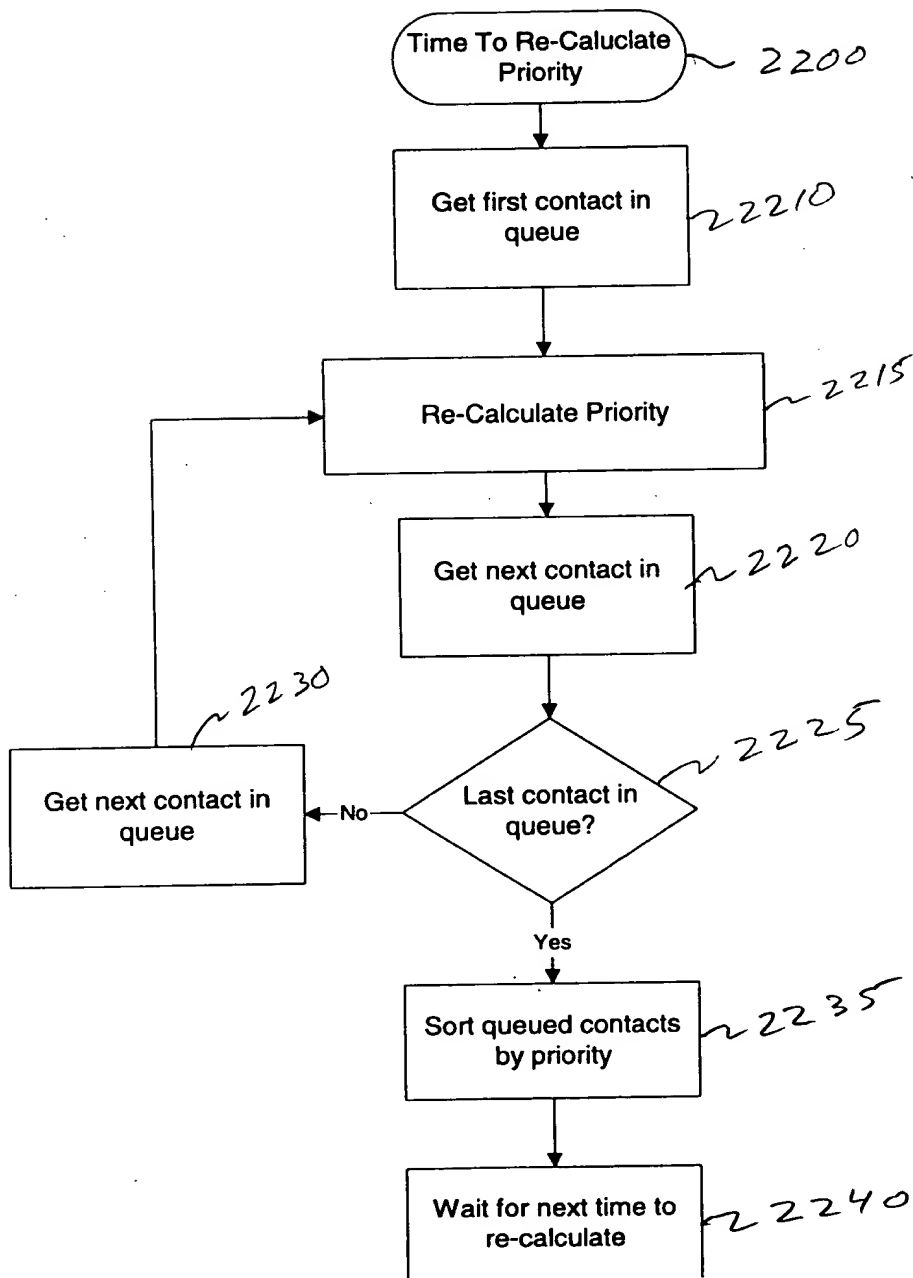


FIG. 71

09400320 092199

09400320-092199

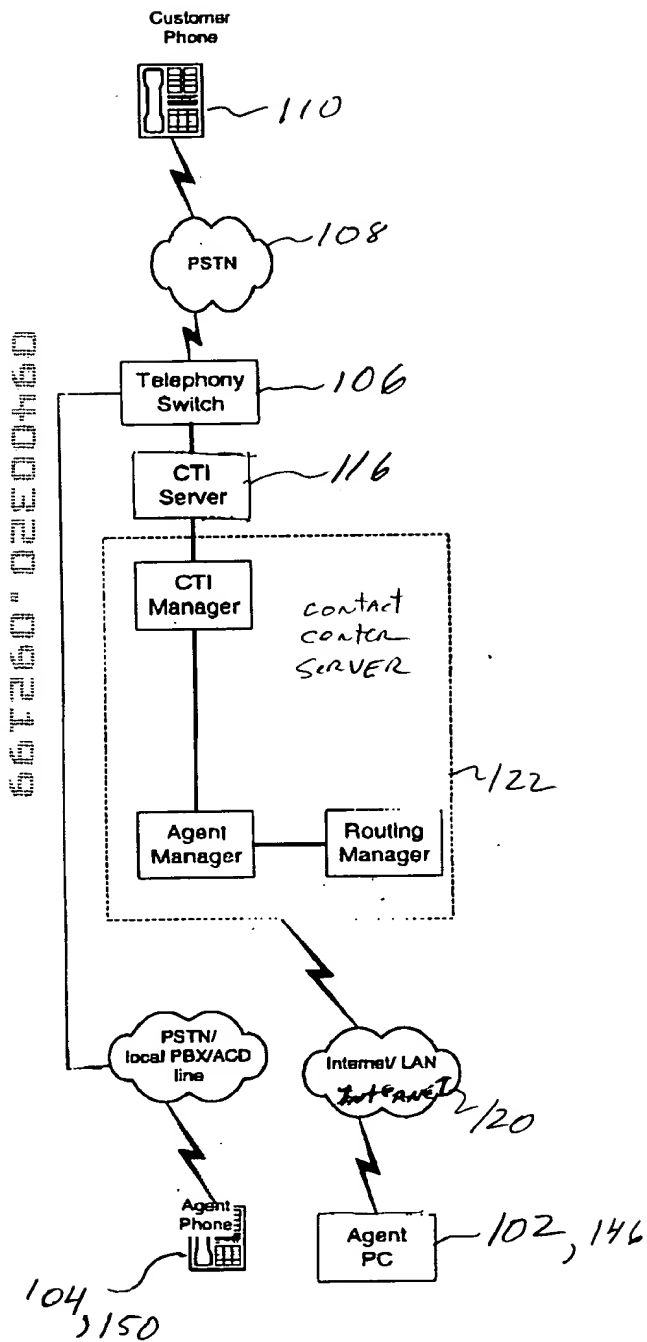


FIG. 72

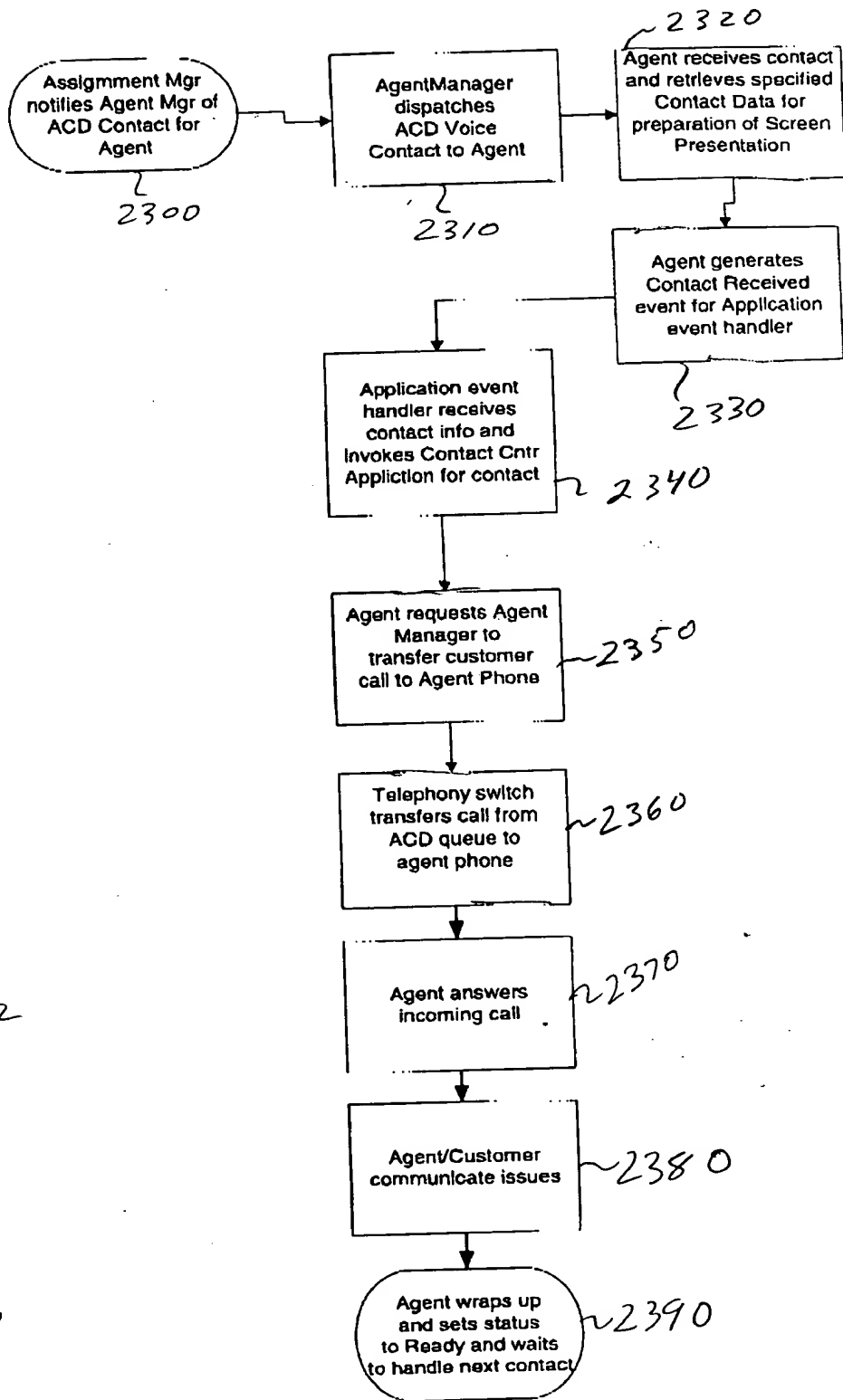


FIG. 73

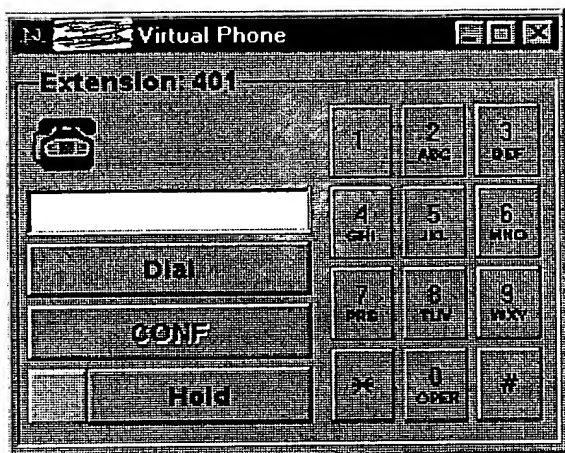


FIG. 74



~ 238-2

FIG. 75



~ 238-2

FIG. 76

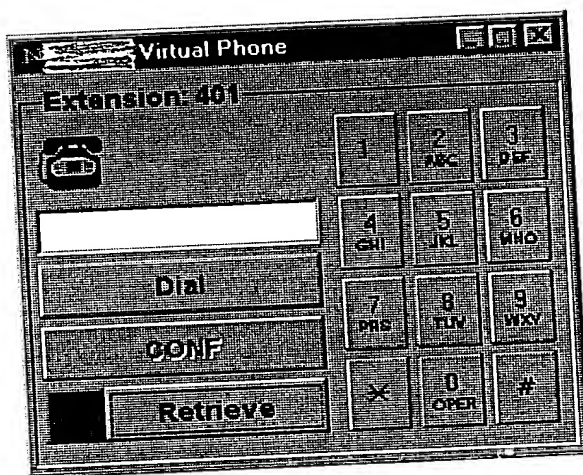


FIG. 77

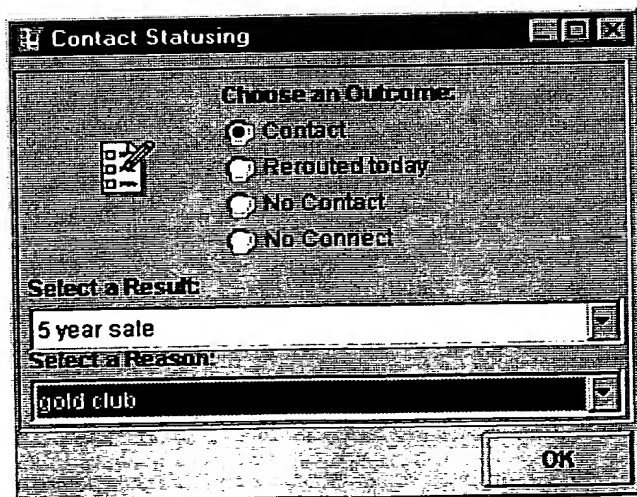


FIG. 78

~ 246

09400320 092199

00400320 02E00460

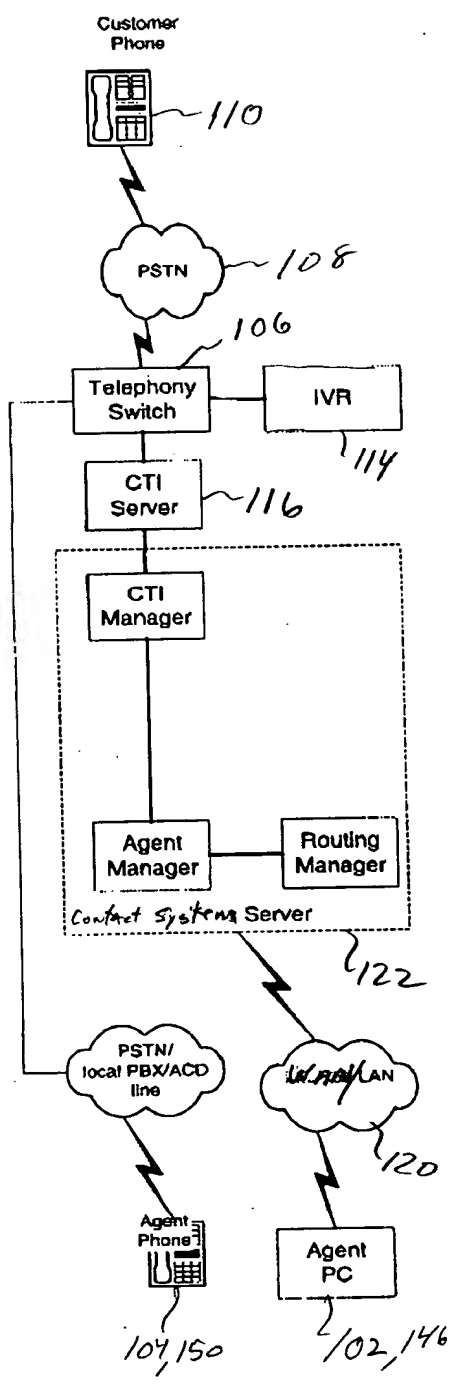


FIG. 79

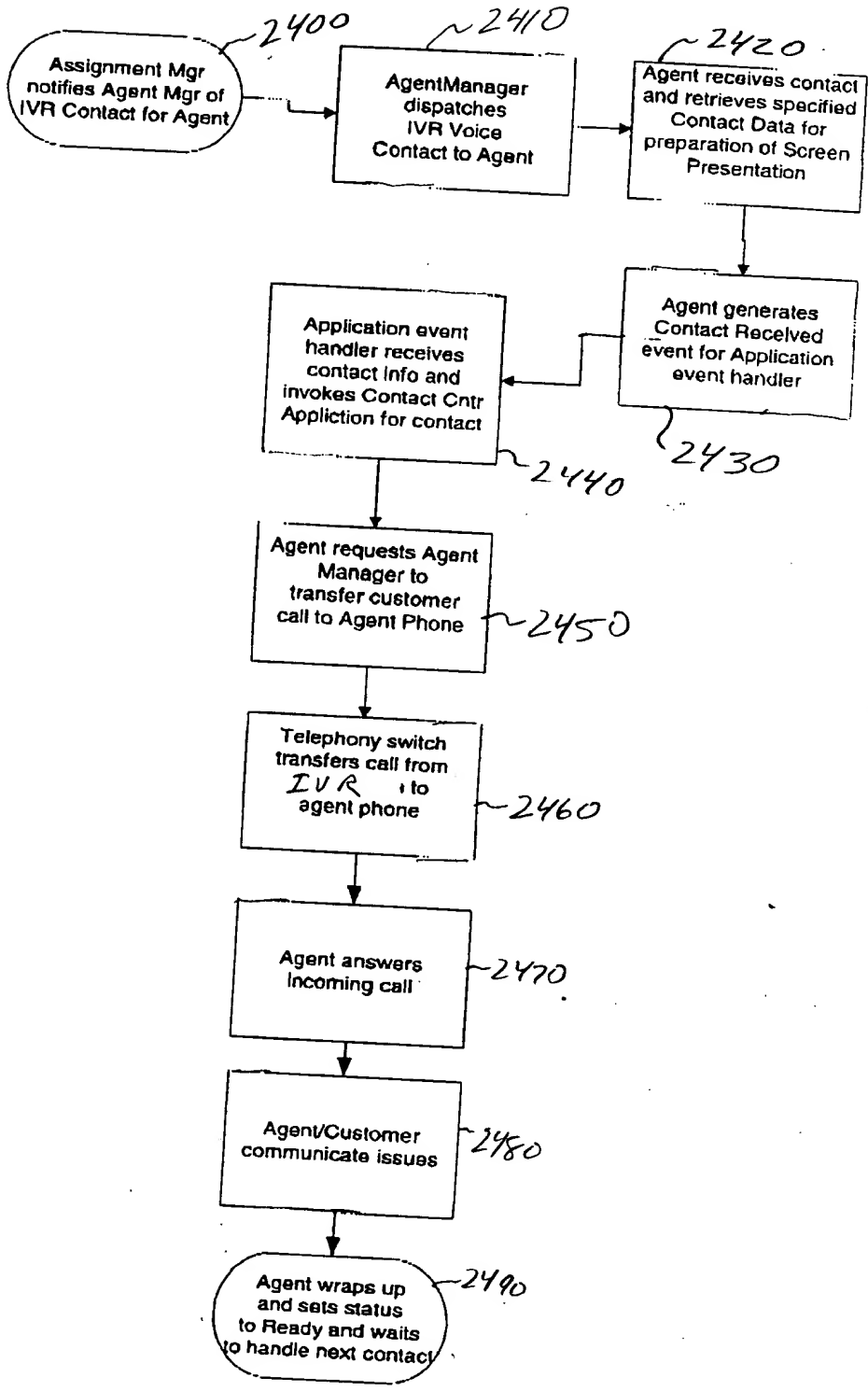


FIG. 80

FIG. 81

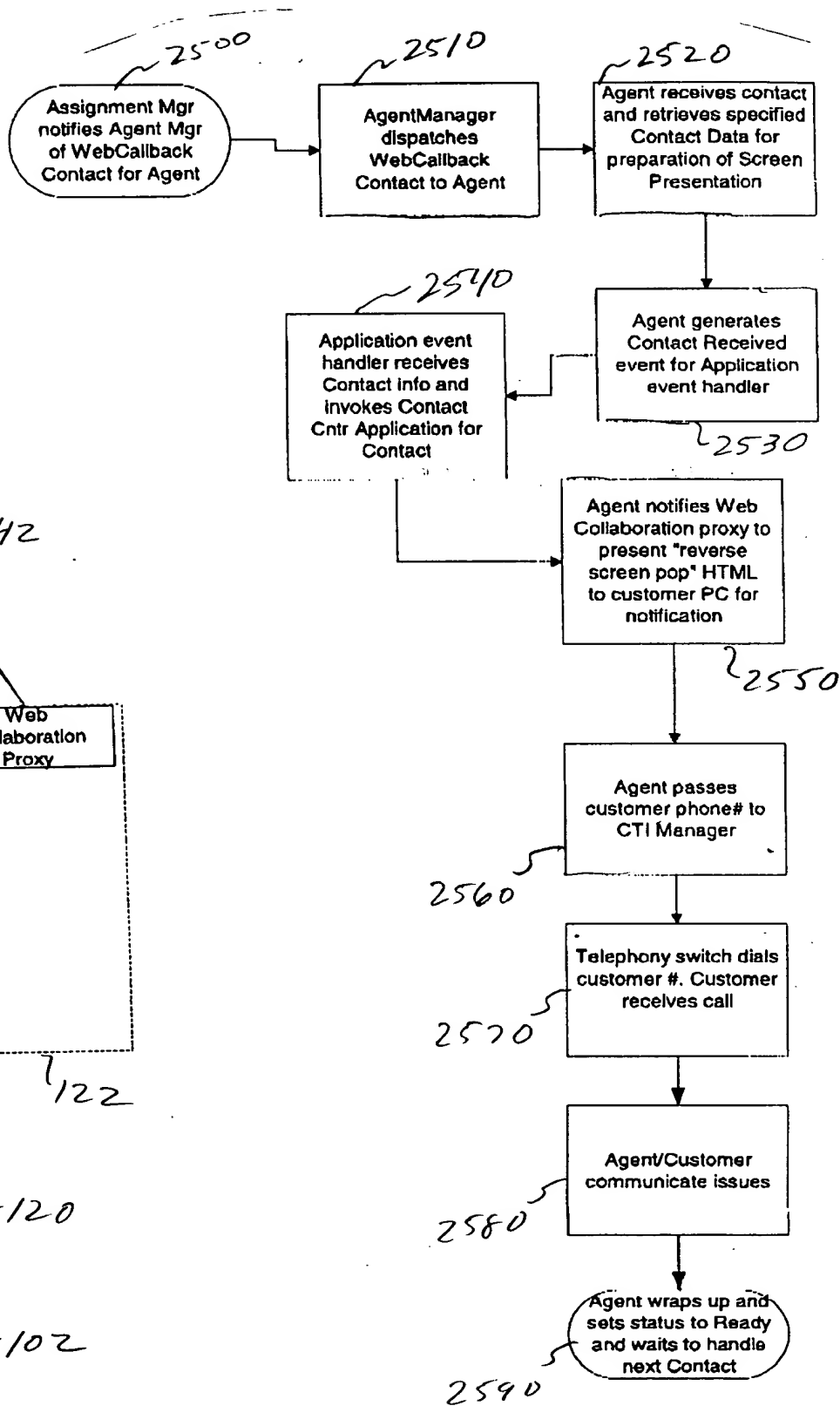
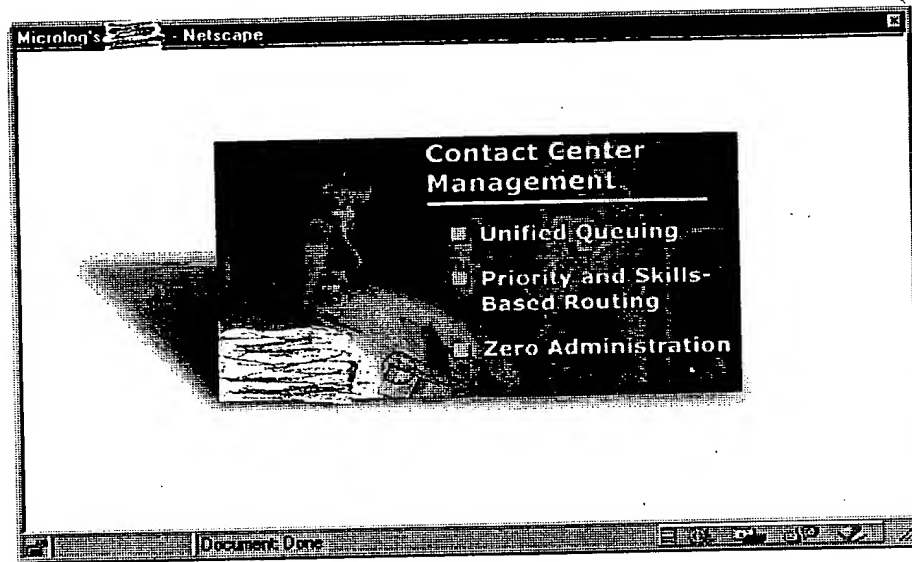


Fig. 82

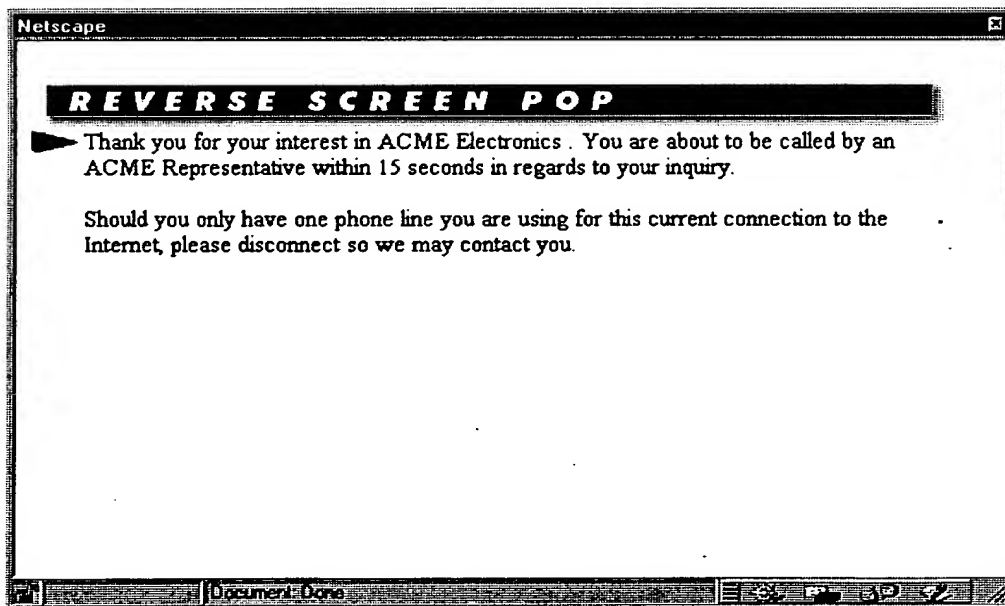
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FIG. 83

00400320.092199



250

FIG. 84

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Reroute Contact

Reroute Destination

☐ Back to Queue

☐ Back to Self

☒ Forward to Agent

In Campaign:

SUPPORT

Available Agents

agent2

agent3

Schedule Destination

Reroute for Time

☐ JAN 1 2000 1 C

Continue Cancel

252

F16.85

Contact Information

Customer ID: 10023

Customer Type: 5

Campaign: SUPPORT

Media Type: VOICE

Skill Information

System Skills:

UPS TECH

QUALITY TESTER

QUALITY ISO TESTER

QUALITY ENGINEER

SHIPPING TECH

Assigned Skills:

PC TECH

WIRING TECH

Add >

< Remove

Reroute Cancel

254

F16.86

00400320 1092195

00400320 02E00460

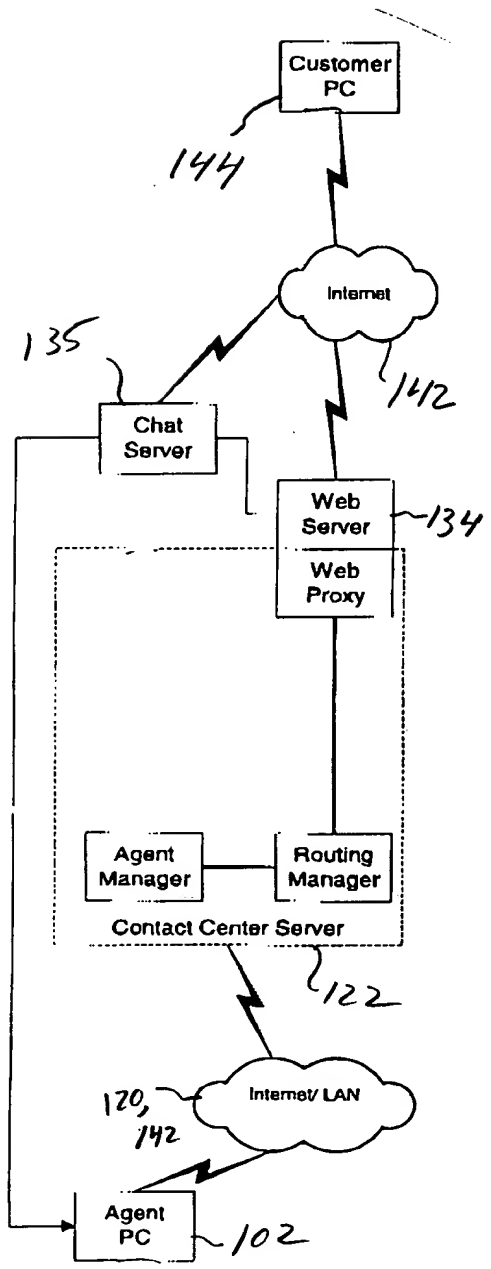


FIG. 87

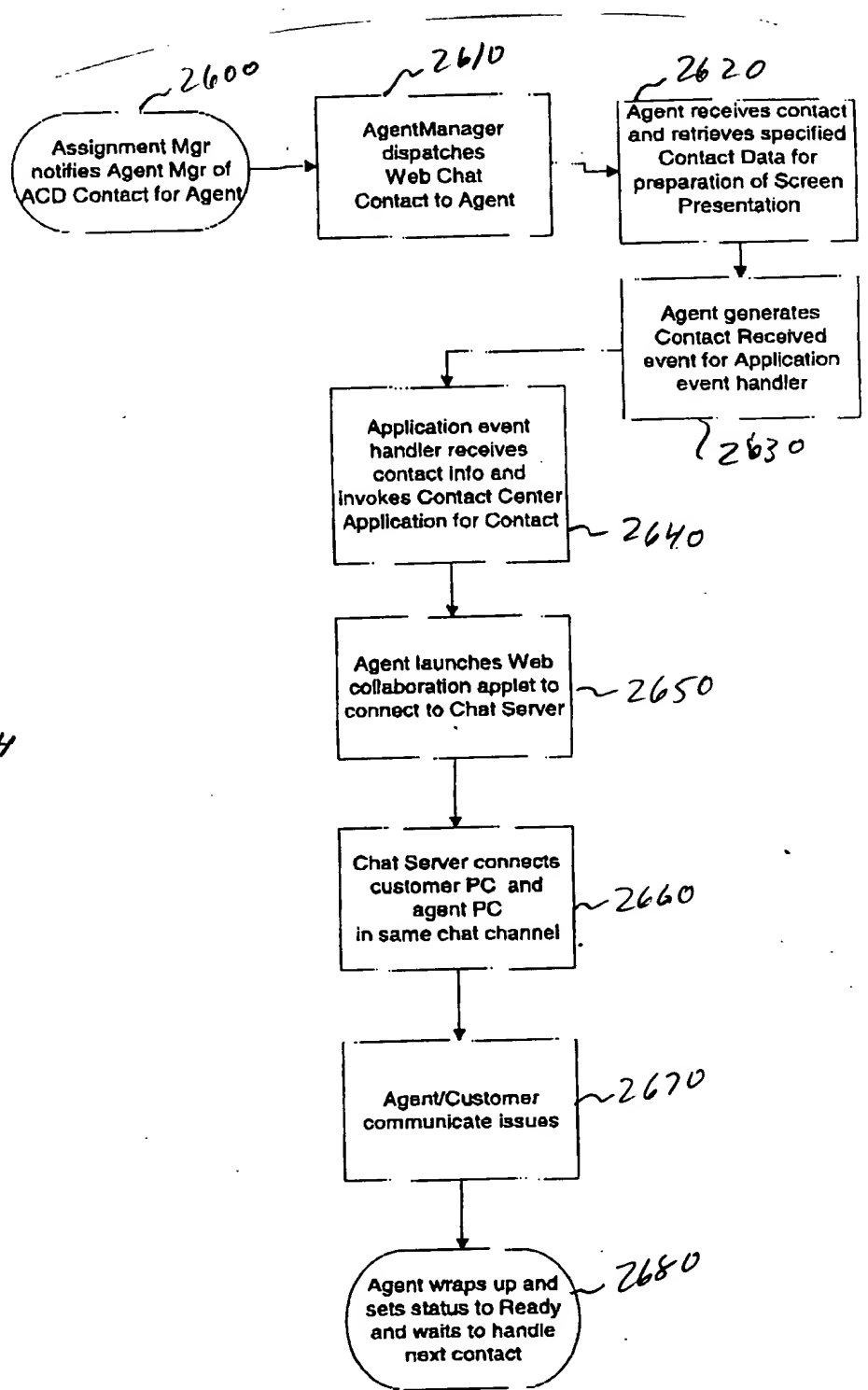


FIG. 88

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Current queue position: 2
Queue wait time: 0:00:58
Average wait time: 0:01:34
Enter URL to Push:
URL Information:
[Text Input Field]
Push URL
Remarks:
Web Chat Information:
[Large Text Area]
Enter Text Message:
[Text Input Field]
Send Message

256

FIG. 89

Web Connection
URL Information:
Enter URL to Push:
[Text Input Field]
Push URL
Web Chat information:
Remarks:
A: The part you ordered is out of stock.
Enter Text Message:
[Text Input Field]
Send Message
Close

258

FIG. 90

09400320-092199

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09400320 092199

Thank you for contacting ACME Electronics Your agent is: Mike Crowe

Enter URL to Push:

URL Information

Push URL

Remarks

Web Chat Information

A: The part you ordered is out of stock.

Enter Text Message:

Can I backorder it?

Send Message

← 256

Fig. 91

Thank you for contacting ACME Electronics Your agent is: Mike Crowe

Enter URL to Push:

URL Information

Push URL

Remarks

Web Chat Information

A: The part you ordered is out of stock.
C: Can I backorder it?

Enter Text Message:

Send Message

← 256

Fig. 92

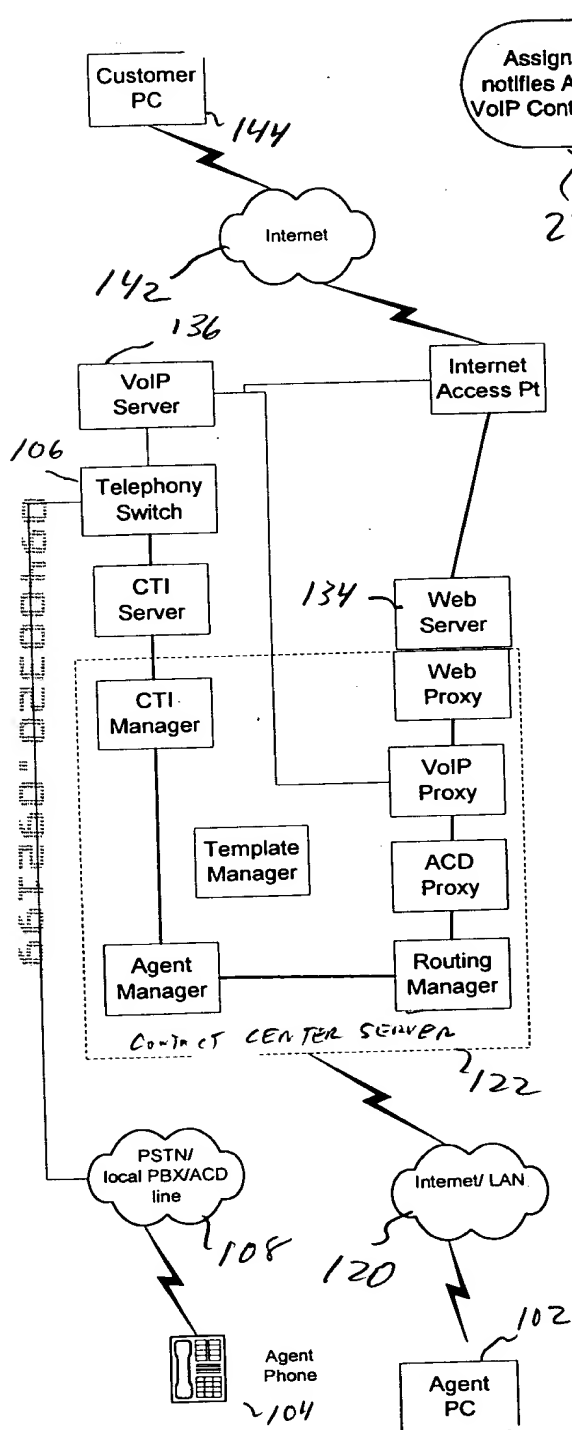


FIG. 93

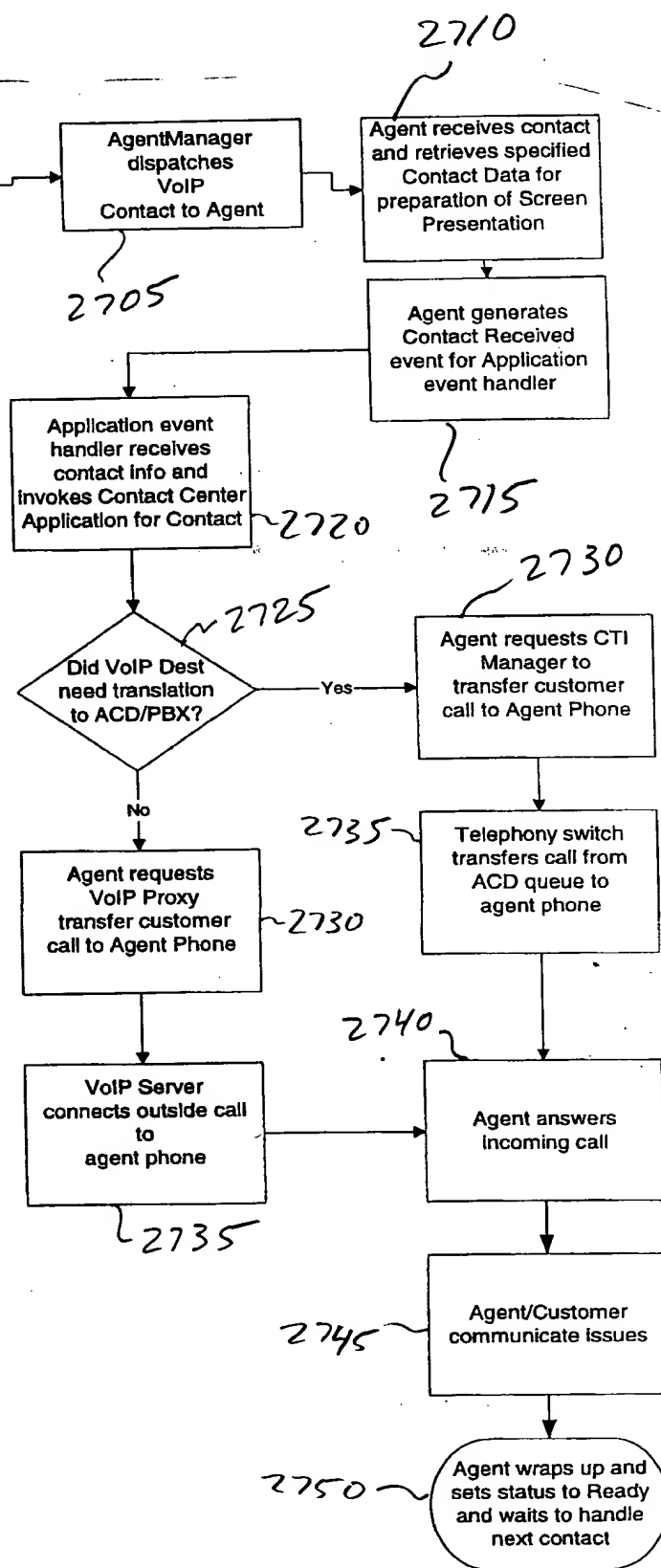


FIG. 94

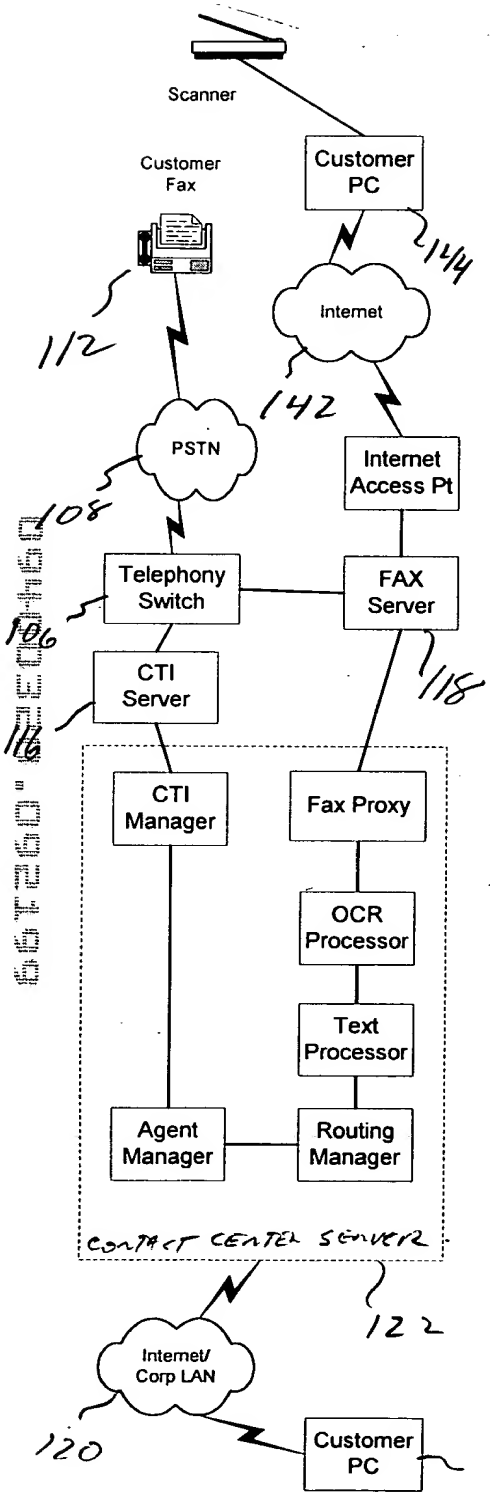


FIG. 95

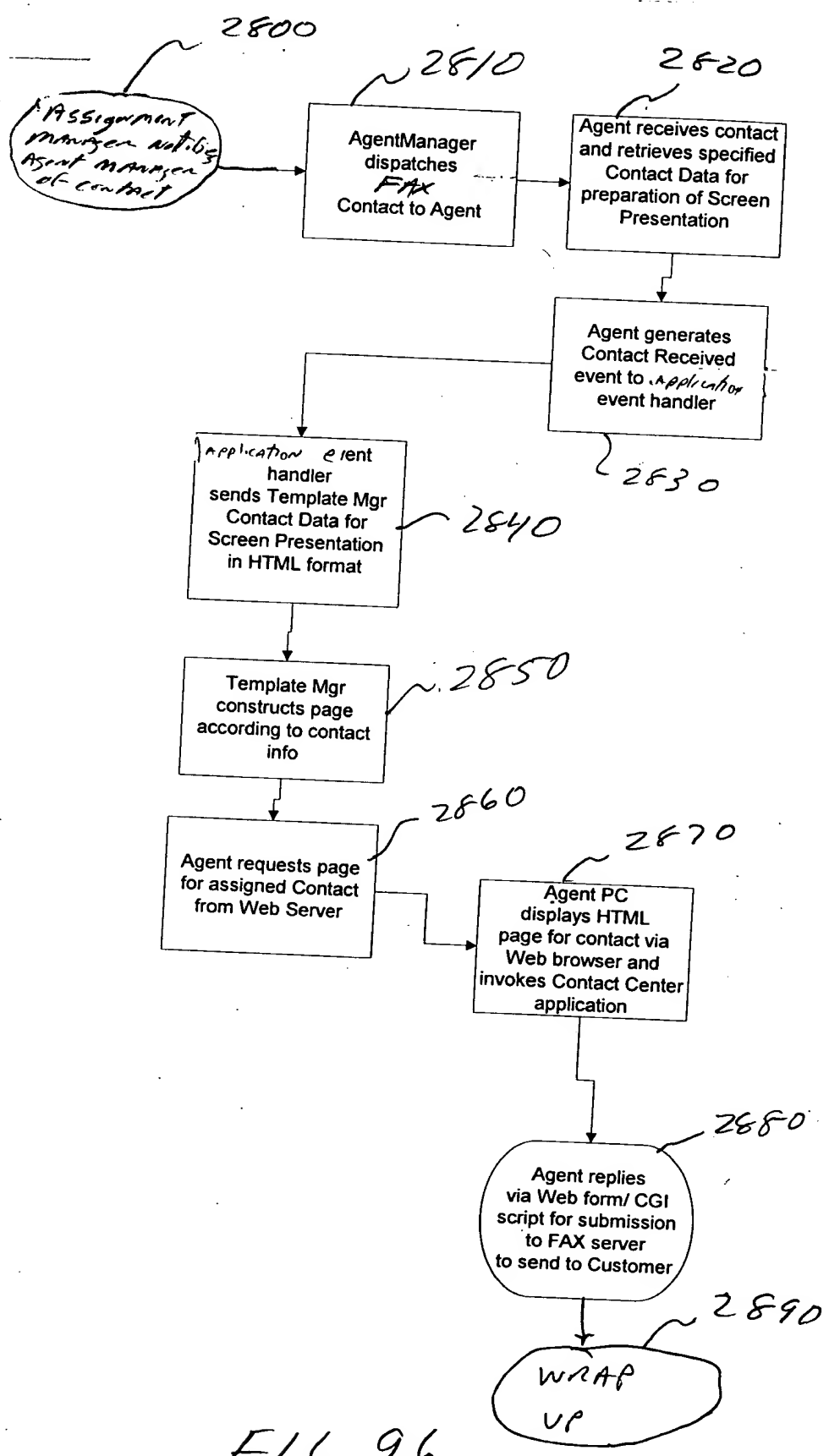
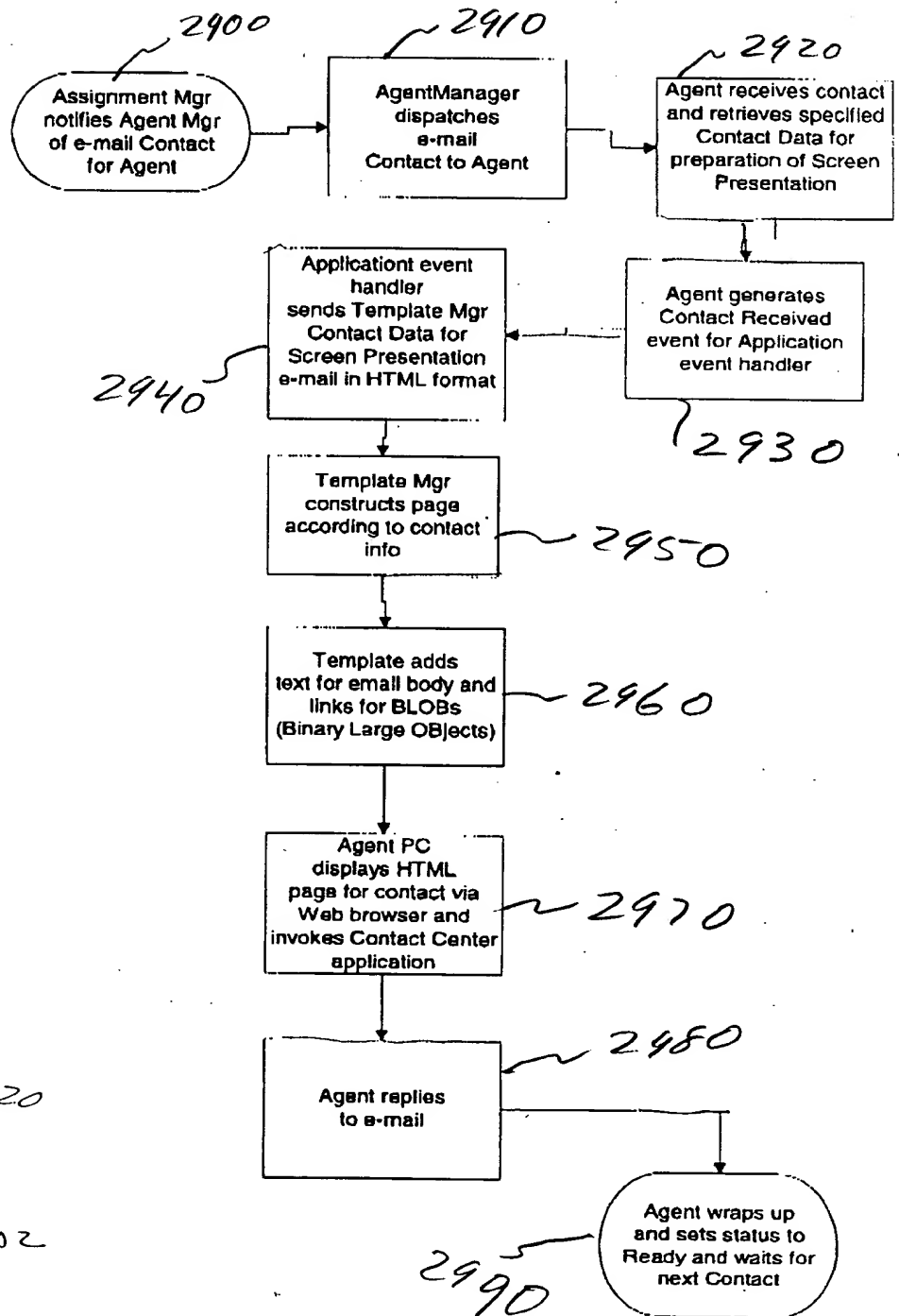
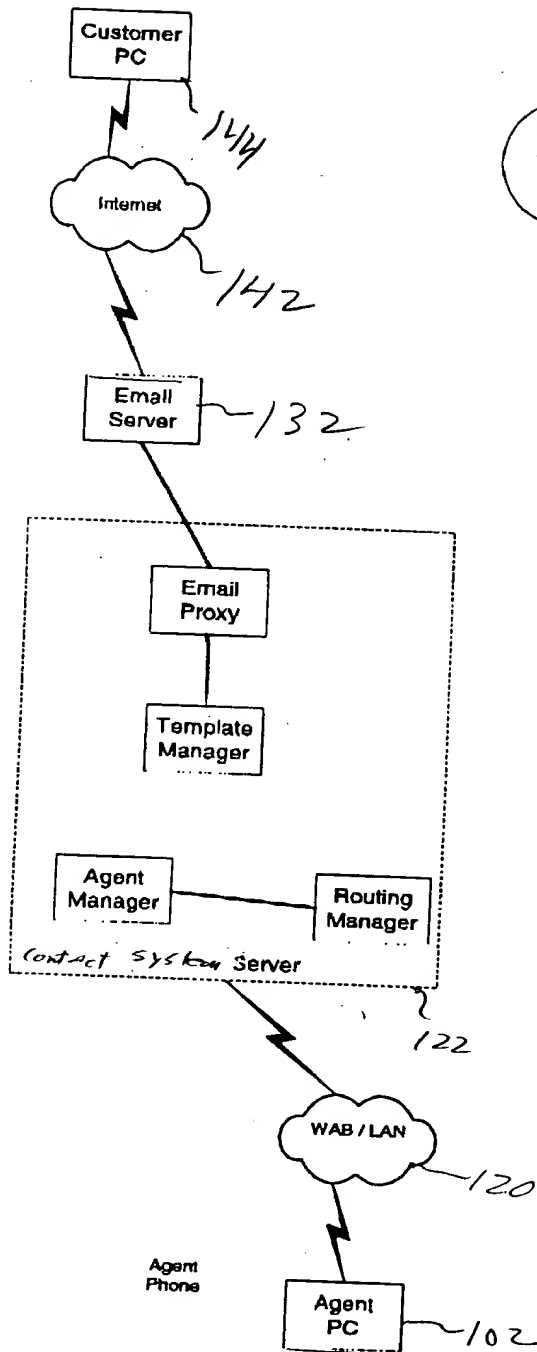
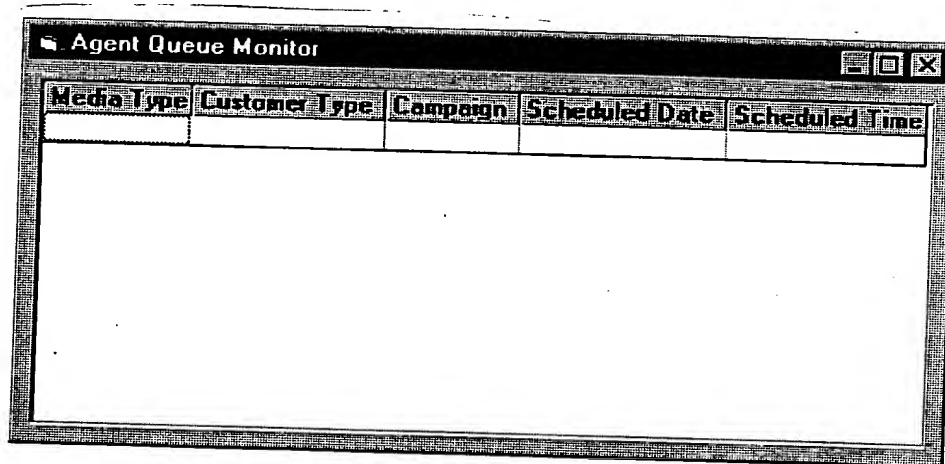


FIG. 96



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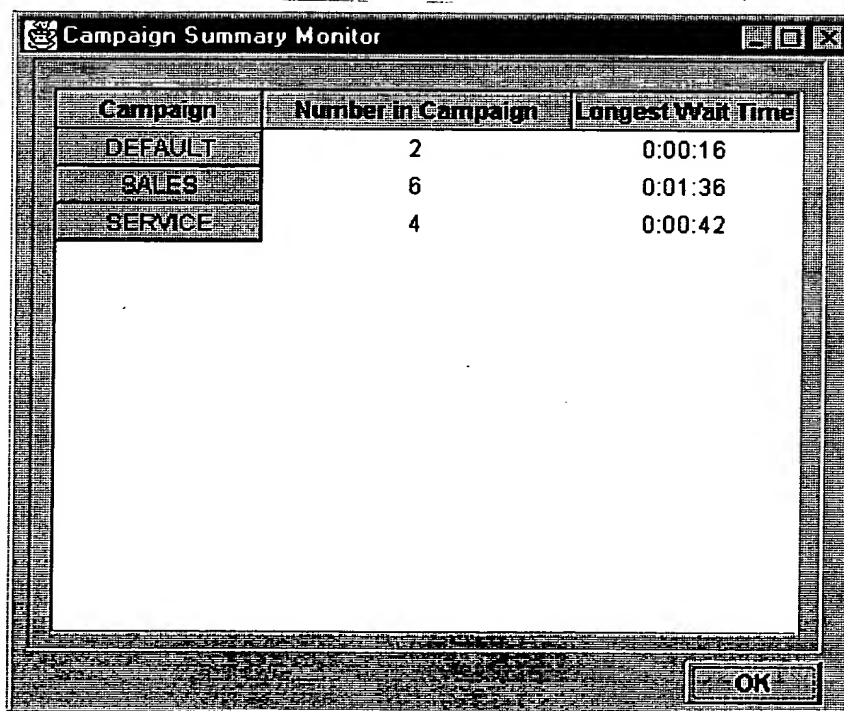
A screenshot of a software window titled "Agent Queue Monitor". It features a table with five columns: "Media Type", "Customer Type", "Campaign", "Scheduled Date", and "Scheduled Time". The table is currently empty, showing only the header row.

Media Type	Customer Type	Campaign	Scheduled Date	Scheduled Time
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260

FIG. 99

00400320 0919



A screenshot of a software window titled "Campaign Summary Monitor". It displays a table with three columns: "Campaign", "Number in Campaign", and "Longest Wait Time". The table contains three rows of data. Below the table is a large empty rectangular area, and at the bottom right is an "OK" button.

Campaign	Number in Campaign	Longest Wait Time
DEFAULT	2	0:00:16
SALES	6	0:01:36
SERVICE	4	0:00:42

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FIG. 100

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Campaign Detail Monitor - SALES

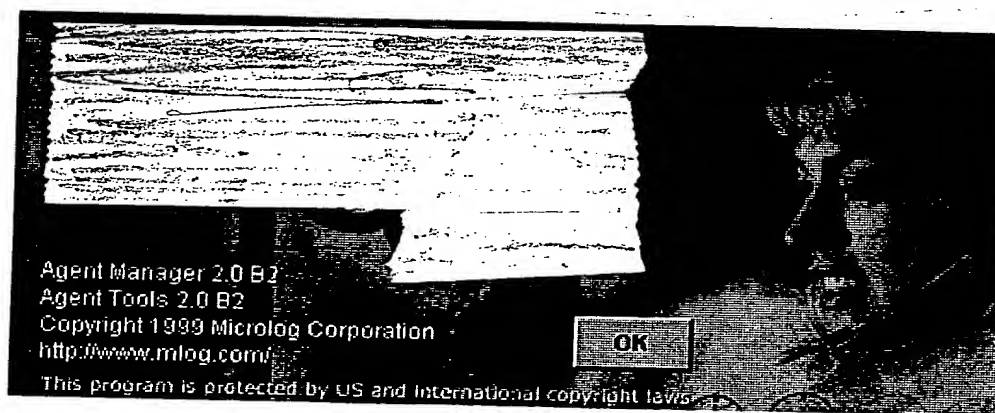
Position	Media Type	Customer ID	Customer Type	Wait Time
1	EMAIL	187321	3	0:01:48
2	CHAT	837372	5	0:01:23
3	WEB	938273	2	0:00:59
4	VOICE	334738	1	0:00:53
5	CALLBACK	486728	3	0:00:42
6	WBB	849371	4	0:00:28

OK

~264

F16. 101

00400320 02000460



~266

F16. 102

00400320-092199

XYZ Technical Support Center

Technical Support Center

Message Posted on: 1999-08-05 16:20:43

Subject: _____

From: Mike Stanislaw - MikeS@supernet.com 08/05/99 16:20:43

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FIG. 103

Reply Message

Your Name: _____

Your Email: _____

To: Mike Stanislaw - MikeS@supernet.com
☐ Send email

Subject: Re: _____

Send Message

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FIG. 104